



HM Prison & Probation Service

HQ Job Description (JD)

Band 6

Group Family: Generic - Casework

Job Description: Casework Advisor

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HQ Job Description

Job Title	Casework Advisor
Directorate	Generic – Casework
Band	6

Overview of the job	The job holder has responsibility for the management of casework processes and ensuring correct protocols are followed.
Summary	<p>Casework Advisors are required to identify complex/high profile cases and provide advice to senior managers and provide first draft responses to letters before action etc. They will be required to take a range of routine operational decisions.</p> <p>Work involves daily liaison with prisons, police, probation, the Parole Board, Government Legal Department and other stake-holders as well as dealing with prisoners, solicitors and other interested parties. They will establish good working relationships with their counterparts in other agencies and ensure that their staff do the same.</p> <p>The job holder will be responsible for ensuring that their team delivers their work against targets and will monitor team members' performance. They will ensure that work on the team is distributed fairly across team members and prioritised appropriately.</p> <p>Team Leaders require good judgment, accuracy, an ability to analyse detailed information quickly and excellent organisational skills. They are expected to work with a degree of autonomy and have an awareness of wider issues/constraints/practices.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Commission data and draft responses to Freedom of Information (FOI), Data Protection Act (DPA) requests and Environmental Information Regulations (EIR) requests, ensuring these are accurate, compliant with the relevant legislation and are completed within the statutory deadline. To maintain a good working knowledge of the FOI Act, the Data Protection Act and their exemptions. • Manage the process of providing good quality, accurate and timely draft responses to official public correspondence, including Ministerial and Chief Executive Officer (CEO) letters for approval by the Head of Team, solicitors' letters and treat official correspondence. • Draft Ministerial replies and background notes in response to PQs about prison/probation operational matters. To liaise with prisons / probation and policyholders and ensure that swift, accurate, relevant and concise answers are provided within specified timescales and that background notes contain appropriate context, along with any other pertinent information for the Minister's interest • Ensuring that casework is undertaken according to agreed processes and policies, including the achievement of agreed quality targets across team • Act as secretariat chasing minutes and actions • The post holder will oversee the case management system and ensure all records (paper & electronic) are up to date and secure and where gaps identified, liaise with senior caseworker. • Provide guidance and advice on issues to service providers, both reactively in response to questions to the helpline and functional mailbox, and proactively, to address new issues and frequently asked questions; • Provide advice on issues to staff and managers across HMPPS estate,

	<ul style="list-style-type: none"> • Provide instructions to Government Legal Department, comment on Counsels' submissions to the Coroner, liaising with MoJ Legal Department and prisons/probation where necessary and consider lengthy and complex legal documents, witness statements and legal arguments and amend as necessary. Seeking advice from Deputy Head of Casework and/or Head of Casework where necessary. <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p>
Behaviours	<ul style="list-style-type: none"> • Changing and Improving • Making Effective Decisions • Communicating and Influencing • Leadership • Working Together • Managing a Quality Service • Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	
Technical requirements	
Ability	

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Changing and Improving				
Making Effective Decisions				
Communicating and Influencing				
Leadership				
Working Together				
Managing a Quality Service				
Delivering at Pace				