



Dear Applicant,

**Re: Tribunals Co-ordinator and Caseworker (maternity cover)**

Thank you for applying to Z2K for the post of Tribunals Co-ordinator and Caseworker (maternity cover). Please find the following enclosed in your pack:

1. Job Description
2. Application Form
3. Equal Opportunities Monitoring Form

**The application process:**

Please address in the application form, all points in the essential requirements, identifying how you meet each requirement with examples.

Please return your completed application form and your completed equal opportunities monitoring form by e-mail to [recruitment@z2k.org](mailto:recruitment@z2k.org) or by post to Lilian Lee, Office Manager, Z2K, 34 Grosvenor Gardens, London SW1W 0DH.

Both the application form and the equal opportunities monitoring form has to be received for your application to be considered. The equal opportunities monitoring form will be separated from your application form on receipt. The information provided will be treated in the strictest confidence and will only be used for the purposes of monitoring and will not affect the shortlisting process.

**The deadline to return these forms is 9:00 a.m. on 21 September, Thursday.** Forms received after the closing date & time will not be considered.

We intend to invite the successful candidates by Friday, 22<sup>nd</sup> September 2017 to first-round interviews on Monday, 25<sup>th</sup> September 2017 and Tuesday, 26<sup>th</sup> September 2017 and in the event of a second-round interview, it will be on Thursday, 28<sup>th</sup> September 2017.

If you have not heard from us by Monday, 25<sup>th</sup> September 2017, please assume that you have not been short-listed on this occasion. For simple reasons of economy, we are regrettably unable to inform those who have not been short-listed, or give feedback on individual application forms.

I would like to wish you every success with your application

Yours faithfully,

Raji Hunjan  
Chief Executive

**Patrons:** The Most Revd & Right Hon the Lord Archbishop of Canterbury; Justin Welby ; The Duke of Richmond and Gordon; Victoria, Lady Getty; Sandi Toksvig; Sir Henry Brooke; Lady Antonia Fraser D.B.E.; Jeremy Paxman; Dr Shuja Shafi

**Founding Patrons:** 1996–2000: The Most Revd and Rt Hon. Lord Runcie; 1996–2009: Sir John Mortimer CBE QC

The Zacchaeus 2000 Trust is a company limited by guarantee registered in England no. 05442501 with registered office 1st Floor Rear, 34 Grosvenor Gardens, London SW1W 0DH. Registered Charity No. 1110841

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### **Job Description: Tribunals Co-ordinator and Caseworker (maternity cover)**

|                       |   |
|-----------------------|---|
| <b>Responsible to</b> | : Senior Casework Manager   |
| <b>Hours of Work</b>  | : 5 days a week (35 hours)  |
| <b>Salary</b>         | : £26,000 to £28,000 per annum (depending on experience)  |
| <b>Holidays</b>       | : 24.5 days including Christmas closure plus bank holidays. This is increasing to 28 days in 2018 plus bank holidays. |
| <b>Location</b>       | : Office in Victoria and Office in Queens Park  |
| <b>Duration</b>       | : Maternity Cover to April 2018   |

### **To Apply**

Please complete the application form and equal opportunities monitoring form which can be downloaded at <http://z2k.org/2017/09/vacancy-tcc> and email both forms to [recruitment@z2k.org](mailto:recruitment@z2k.org). You can also return the forms by post to Lilian Lee, Office Manager, Z2K, 34 Grosvenor Gardens, London SW1W 0DH.

Closing date for applications: 9:00 a.m. on 21<sup>st</sup> September 2017, Thursday

First round interviews planned for: 25<sup>th</sup> September 2017, Monday

Second round interviews planned for: 28<sup>th</sup> September 2017, Thursday

The post is subject to an enhanced DBS disclosure.

### **About Zacchaeus 2000 Trust**

Based in Westminster, the Zacchaeus 2000 Trust was set up to combat poverty and homelessness across London through specialist advice and casework, policy and campaigning, practical support and services to local communities. We currently specialise in social security and homelessness, using evidence from our casework to influence policy. The Zacchaeus 2000 Trust is more commonly known as Z2K and we operate out of offices in Victoria and Queens Park and provide advice surgeries in North and South Westminster.

Z2K's projects include welfare benefits and housing advice casework, a private rented sector access scheme, through which we support tenants into long term housing solutions; a complaints project through which we expose faults in the processes relating to welfare benefits; and a specialist tribunal service to represent welfare benefits clients. In 2016 the casework team recovered nearly £2m in benefits payments for their clients.

### **About the Tribunal Representation Work**

Z2K has long established a reputation for achieving successful outcomes for clients who lodge appeals to the social security tribunal following an unsuccessful application for benefits. We specialise primarily in disability benefits – Employment Support Allowance, Personal Independence Payment and Disability Living Allowance for children. Following changes in how disability benefits are assessed, we have seen an increase in the number of clients who come to us for help and in 2016 we challenged 170 negative disability benefits applications with an 80% success rate, through submissions and full tribunal representation. In 2017 we have already provided representation at 160 hearings and in August 2017, our success rate was 100%.

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In 2017, we have reviewed our work in this area and want to increase the number of people we can represent, by working in partnership with law firms, as well as by recruiting volunteers to work alongside Z2K's caseworkers to increase our capacity. We have a long established partnership with Hogan Lovells LLP, and have recently established a second partnership with Kingsley Napley LLP; we are also in conversation with other law firms and expect to have new pro bono partners by the end of the year. As part of these partnerships we will provide training and guidance to these pro bono lawyers with writing submissions and providing representation.

Our work on providing representation to clients on disability benefits has also formed a significant part of our policy work. We are in the process of launching a new report which draws upon the experiences of our clients. We have already given evidence to the Parliamentary Work and Pensions Committee and continue to work with politicians and service providers.

### **About the Role**

You will be responsible for the co-ordination of our social security tribunal representation work in the field of disability benefits - Employment Support Allowance, Personal Independence Payment and Disability Living Allowance. Primarily, you will co-ordinate the allocation of tribunal cases to pro bono lawyers across our partner law firms, and as part of a busy casework team, you will also assist clients in lodging appeals following a refused application for disability benefits. You will also be expected to provide representation on occasion.

You will be supported by a highly skilled senior casework manager who has developed policies and a casework database system that enables all caseworkers to handle a fast moving but manageable caseload. You will also take the lead in capturing and analysing data to contribute to all our work, including campaigning and policy. At Z2K, all staff work as part of a wider team to ensure that we are meeting our wider goals and objectives.

### **About You**

You will have gained experience of welfare benefits and/or disability advice work through voluntary or paid employment. You will have a commitment to working with communities who are highly disadvantaged and a passion for helping people to overcome homelessness and poverty. You will have the ability to interview, advise, and work with service users empathetically, and have the willingness to try new tasks and support the wider team with policy work and online communication such as blogs and tweets.

From time to time you will be asked to work outside of usual working hours.

### **Main tasks**

The overall responsibility is to increase the number of people for whom we provide tribunal representation, by assessing and taking cases, and referring these to our pro bono lawyers.

1. To provide, under the supervision of the senior casework manager, advice to clients, including drop-in advice surgeries with a view to increasing the number of tribunal representation cases that Z2K can manage, and to provide representation on occasion.
2. To develop Z2K's existing processes and procedures for referring cases to pro bono lawyers within our partner law firms and provide representation on occasion. This includes working with the admin team to prepare tribunal documents and liaise with clients and pro bono lawyer.
3. Recording outcomes and ensuring case work is completed and cases closed in a timely manner.
4. To provide training to corporate lawyers about welfare benefits and social security tribunals and to provide them with guidance and support with tribunal representation when necessary.
5. To work with the Client Support Co-ordinator to recruit additional volunteers based at Z2K, provide training, and supervise volunteers working on tribunal representations.

6. To regularly review and analyse data and share trends and findings with all Z2K staff, mainly the campaigning team, feeding into significant policy and research.
7. To work with partner agencies to increase referrals.
8. To provide website and other communications updates, including writing blog pieces or providing case studies for reports and articles in the press.
9. To work with the Chief Executive in bringing on more corporate law firms, thus widening our pool of pro bono lawyers. This also includes working as part of the team to explore ways of generating further funds for the project.
10. To attend and contribute to the Tribunal User Group meeting that seeks to improve tribunal services.
11. Attend and contribute to regular casework and whole team meetings.
12. All other relevant tasks as required.

### **Essential Requirements**

1. Experience of working on projects that require liaison with multiple partners as well as clients.
2. Proven (voluntary or paid) experience in casework practice.
3. Willingness to provide tribunal representation/advocacy.
4. Demonstrable knowledge and understanding of the welfare benefits system
5. A disciplined approach to record keeping and data protection
6. Well organised in maintaining systems and communication with internal colleagues, external partners and organisations.
7. Empathy with households experiencing poverty, debt and homelessness.
8. Excellent written and verbal communication skills.
9. IT skills and excellent numeracy skills.
10. Experience in working as part of a team and willingness to work supportively.
11. Ability to use own initiative, prioritise workload and manage own cases.
12. Interest/experience in broader strategic litigation and/or policy work.

### **Desirable Requirements**

1. Law degree or other legal qualification.
2. Experience in providing representation or advocacy.
3. Experience in providing training to groups.
4. Experience in operating a case management system.
5. Experience of/ability to run drop-in advice surgeries.
6. Experience of working on projects with corporate law firms.

### **Values**

1. A genuine commitment to equal opportunities.
2. A commitment to working in and contributing to the ethos of an anti-poverty charity.
3. A commitment to supporting colleagues and working as a team.