



Dear Applicant,

Re: Caseworker

Thank you for applying to Z2K for the post of Caseworker. 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 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, 22nd September 2017 to first-round interviews on Monday, 25th September 2017 and on Tuesday, 26th September 2017 and in the event of a second-round interview, it will be on Thursday, 28th September 2017.

If you have not heard from us by Monday, 25th 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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www.Z2K.org



Job Description: Caseworker

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

To Apply

Please complete the application form and equal opportunities monitoring form which can be downloaded at <http://z2k.org/2017/09/vacancy-caseworker-3/> and email both forms to 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 21st September 2017, Thursday

First round interviews planned for: 25th September 2017, Monday and 26th September 2017, Tuesday

Second round interviews planned for: 28th 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 role

You will contribute towards the provision of a practical and advisory service for low-income households who have difficulties in paying essential household expenditure or have other problems with the welfare benefits system and associated housing issues, such as the benefit cap. You will also be dealing with negative decisions in relation to homelessness and suitability reviews. You will manage your own specialist caseload and will advise and support volunteers who are not specialists in this area. You will be supported by a highly skilled senior casework manager who has developed policies and a casework database system that enable all caseworkers to handle a fast moving but manageable caseload. You will have a significant role to play in a highly capable and experienced casework team, and at the same time you will work as part

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of a wider multi-disciplinary team and contribute to all our work, including policy and campaigning. This makes for a varied and exciting role.

About You

You will have gained experience of welfare benefits and/or homelessness advice work through voluntary or other paid experience. 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

- To provide, under the supervision of the senior casework manager, casework services to clients, including drop-in advice surgeries and representation at Social Security Tribunals in circumstances where legal aid is not available
- To manage a varied caseload, recording outcomes and ensuring case work is completed and cases closed in a timely manner.
- To work with the campaigning team on improving the practical and legal issues which operate unfairly on Z2K's clients, including writing blog pieces or providing case studies for reports and articles in the press
- To work with the team on the supervision and management of volunteer caseworkers including in the allocation of cases and the supervision of tasks
- To work with the senior casework manager on the improvement of casework processes
- To contribute towards the training of volunteers.
- Attend and contribute to regular casework and whole team meetings
- All other relevant tasks as required

Essential Requirements

1. Proven (voluntary or paid) experience of casework practice in the social welfare or/and housing field
2. Demonstrable knowledge and understanding of the welfare benefits system
3. Experience of tribunal representation/advocacy
4. A working knowledge of housing law and its application to the homeless
5. A disciplined approach to record keeping and data protection
6. Ability to establish priorities and managing time and resources effectively
7. Empathy with households experiencing poverty, debt and homelessness
8. Excellent written and verbal communication skills
9. IT skills and reasonable numeracy
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. Teaching/training experience
3. Experience in operating a case management system
4. Experience of managing volunteers
5. Fluency/competence in a relevant foreign language such as Arabic
6. Experience of delivering advice at drop in surgeries

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.