

Campaigner/Social policy coordinator

Purpose of the role

- To co-ordinate, promote and be involved in all social policy activities within your project team.

Main duties and responsibilities include:

- Provide support and guidance on social policy work
 - to identify suitable cases for social policy work.
 - check completed Bureau Evidence Forms.
 - give feedback to caseworkers and managers on completed Bureau Evidence Forms.
 - complete Bureau Evidence Forms from caseworkers' Quick Evidence Forms.
 - submit completed Bureau Evidence Forms to Citizens Advice.
 - Research social policy issues to identify problematic laws and legislation
 - Write reports on how we might tackle highlighted social policy issues
 - Campaign for change
- Keep up to date with social policy issues
 - monitor trends in your team enquiries, to identify issues for potential local or national social policy work.
 - monitor the Social Policy Bulletin, Citizens Advice and other publications and newsletters.
 - network with other people involved in social policy work within Citizens Advice, locally, regionally and nationally.
 - network with other local groups and agencies involved in social policy work.
- Maintain the profile of social policy within the team
 - report on social policy issues at team meetings.
 - promote discussion on social policy issues and campaigns.
 - contribute to the bureau's annual report and make a regular oral or written report to the team supervisor.
 - make a regular oral or written report to the Trustee Board.
 - involve caseworkers in appropriate social policy activities.
 - Contribute to a monthly newsletter
- Contribute to learning about social policy
 - act as main contact on social policy issues for the team.
 - provide one-to-one coaching on social policy issues for advisers, as required.

- Contribute to effective social policy work within the bureau
 - review the effectiveness of existing social policy work.
 - review the priorities for social policy work within your team. Evaluate your team social policy initiatives.
 - make proposals for new social policy initiatives.
 - produce written reports on any of the above, as required.
- Professional development
 - attend relevant internal and external meetings, as agreed with the manager.
 - participate in own supervision and appraisal.
 - identify own learning needs and appropriate ways of meeting them.
- Administration
 - develop and maintain an effective system for handling Bureau Evidence Forms.
 - develop and maintain systems for recording and monitoring social policy work in the bureau.
 - maintain detailed records for the purposes of information retrieval, statistical monitoring and reporting.
 - work within the bureau's wider systems and procedures.
- Other duties and responsibilities
 - uphold the aims and principles of the CAB service.
 - work within the service's policies and values, especially equal opportunity and anti-discrimination policies.
 - work within health and safety guidelines and principles.