

Branch Caseworker

Role Description

Role Purpose

The Branch Caseworker provides *initial advice, support and guidance* to NEU members facing workplace issues within the branch. The role helps members understand their rights, supports early problem-solving, and signposts or escalates cases to the Regional Office when necessary. The Caseworker is a key point of support but **does not replace formal regional casework officers**.

Key Responsibilities

1. Initial Advice & Support for Members

- Provide early, informal advice to members experiencing workplace issues such as workload concerns, sickness absence queries, contract questions, or low-level disputes.
- Help members understand NEU guidance, the Burgundy Book, the STPCD, and relevant employment rights.
- Assist members in preparing for informal meetings with management where appropriate.

2. Case Triage & Escalation

- Identify when a case needs escalation to the NEU Regional Office (e.g., capability, disciplinary, grievance, safeguarding matters, or potential dismissal).
- Ensure timely referral to the Regional Office and support members through the referral process.
- Maintain clear boundaries and ensure work remains within the remit of a branch-level caseworker.

3. Communication With Members & Reps

- Keep workplace reps informed (where appropriate and with member consent) about ongoing concerns in their schools.
- Encourage reps to support early intervention and workplace-level problem-solving.
- Promote NEU casework processes so members know how to seek help early.

4. Record-Keeping & Confidentiality

- Keep secure, confidential notes of casework enquiries and actions taken.
- Ensure all information is handled in line with NEU guidance and GDPR requirements.
- Share anonymised trends or patterns with Branch Officers to identify workplace or employer-level issues.

5. Guidance & Signposting

- Direct members to relevant NEU resources, including national guidance documents, template letters, and wellbeing/welfare materials.
- Signpost members to external services where relevant (e.g., occupational health, counselling, ACAS).

6. Supporting Branch Activity

- Provide feedback to the Branch Secretary and Chair on recurring themes that may require branch-level organising or campaigning.
- Help identify workplaces where reps need additional support or training.
- Contribute to strengthening workplace organisation by encouraging early reporting of issues.

7. Collaboration

- Work closely with the District Secretary, Branch Secretary, Reps and Regional Casework Team.
- Attend any relevant training offered by the NEU to maintain casework knowledge and confidence.
- Support a culture of fairness, professionalism and solidarity within the branch.

Skills & Attributes

- Good listening skills, empathy and a supportive manner.
- Strong understanding of employment rights, NEU guidance and school/college policies (or willingness to train).
- Ability to maintain confidentiality and clear professional boundaries.
- Calm, organised and confident in problem-solving.
- Commitment to NEU values of solidarity, fairness and collective support.

Time Commitment

- Attendance at branch meetings (as required).
- Availability to respond to casework enquiries throughout the year.
- Time for training, record-keeping and liaison with officers and the Regional Office.