

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Employee Relations Caseworker
Band: 5
Reports to: Employee Relations Advisor
Department / Directorate: Human Resources

2. JOB PURPOSE

- To provide a professional, comprehensive and timely day-to-day HR advice, information and training to managers and employees on a range of HR employment relations issues.
- To assist the Employee Relations Advisor develop and deliver the provision of a centre of excellence in the Service Centre.
- To support the application of best practice to embed good employee relations practice and HR policies, processes that create and add value to the delivery of patient care and overall performance of the Trust.
- To work with the Employee Relations Advisor in supporting managers on a range of casework and employee relations matters.
- To support the Employee Relations team as required.

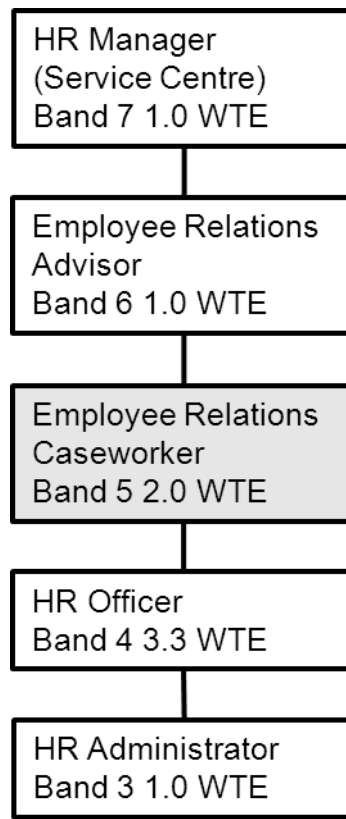
3. DIMENSIONS/ KEY WORKING RELATIONS

Areas of Responsibility: Basic Cases;; Terms & Conditions; Compensation & Benefits; Equality & Diversity & Employment Legislation

The post holder will need to forge effective working relationships with stakeholders at different levels. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Human Resource staff • Occupational Health Department • Divisional Business Managers, Divisional Business Partners & Directorate Managers • Trade Union Representatives • Clinical Staff • Non-clinical Staff 	<ul style="list-style-type: none"> • External Agencies (e.g. NHS Employers).

4. ORGANISATIONAL CHART:



5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Employee Relations

- Advise on clinical and non-clinical terms and conditions of employment as well as Trust policies and employment legislation, on a range of non-complex employment issues including ill health, change management, redeployment, absence management, disciplinary, performance management, grievance, bullying and harassment and general employee relations seeking guidance and support where appropriate from Employee Relations Advisors in more complex and high risk cases.
- To regularly/accurately update information on own caseload onto internal system as required.
- Maintain close links with Occupational Health colleagues and act as a link between managers and occupational health to facilitate the implementation of advice, including return to work, reasonable adjustments, redeployments, ill health retirements as well as other work related issues.
- In line with Trust Policies and Procedures, support managers in dealing with managing absence by:
 - Providing advice to managers through all the stages of absence management (complex and non-complex) through informal meetings as well as participating in formal meetings with managers, employee and trade union representatives.
 - Reviewing information provided by managers to advise them as to the most appropriate way to manage the absence issue.
 - Produce correspondence that complies with employment legislation, and the needs of a potential employment tribunal
 - Ensuring that all absence management cases including redeployment are managed in line with the timeframes set out in the policy

- To support the chair of hearings to provide sound HR advice to deliver the appropriate outcome which does not expose the Trust to any risks
- To escalate issues where managers are not managing the situation appropriately.
- Support the Employee Relations (ER) Advisors and Managers through employee relations matters including active involvement in
 - Investigations, compilation of management statement of case and ensuring dates/venues for hearings and meetings are set.
 - Assist in responding to matters arisen through Employment Tribunal claims and Freedom of Information requests

Change management

- Active involvement in change management issues as determined by the HR Manager (Service Centre).

Management Development

- Assist in identification, development and organisation of training programmes participating in training delivery as required.
- Deliver training and coaching on workforce issues.

Trust wide HR responsibilities

- In conjunction with the Specialist Services Team, support the development, implementation and review of HR policies and procedures.
- Undertake specific projects relating to current activity at the direction of Employee Relations Advisor or HR Manager (Service Centre).
- Assist the Employee Relations Advisor or HR Manager (Service Centre) and other senior colleagues with HR, Trust-wide or national initiatives.

Other Responsibilities:

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

THE TRUST – Vision and Values

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
 Fairness,
 Inclusion & Collaboration
 Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST: Employee Relations Caseworker
BAND: 5

REQUIREMENTS	At Recruitment	At 2 nd KSF Gateway
QUALIFICATIONS/SPECIAL TRAINING Degree or professional HR qualification or equivalent experience to post graduate diploma level	E	E
KNOWLEDGE/EXPERIENCE: Specialist operational HR employment relations knowledge Sound knowledge of employment legislation with the ability to demonstrate recent relevant experience in case management Knowledge of applying clinical and Agenda for Change terms and conditions of employment	D E D	E E E
SKILLS AND ABILITIES: High level communication skills, both verbal and written with wide range of people Able to effectively motivate and persuade managers to achieve manage cases in line with policy and employment law Ability to present sensitive information in a range of settings using the most appropriate style Ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a dynamic environment whilst ensuring high standards are maintained Excellent organisational skills and the ability to appropriately prioritise own workload to meet the demands of the service Ability to manage challenging circumstances in a robust way	E E E E E E	E E E E E E
PERSONAL REQUIREMENTS: High energy and able to manage a busy caseload in with positive outlook Responsive, resourceful, enthusiastic, flexible and approachable Team orientated, supportive to colleagues but with ability to work alone when required	E E E	E E E
OTHER REQUIREMENTS: Able to travel to meet the requirements of the post The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E E	E E

* Essential/Desirable

HAZARDS:- Updated 31 st May 2013					
Laboratory Specimens		Clinical contact with Patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty Environment		VDU Use (occasional)	x
Radiation / Lasers		Challenging Behaviour	x	Manual Handling	x
Solvents		Driving		Noise / Vibration	
Respiratory Sensitisers		Food Handling		Working in isolation	
Cytotoxic Drugs		Electrical work		Night Working	