

Case Worker

Full time role, based in Inverness

Salary range £23,000 - £26,000 depending on experience

Role and responsibilities of Case Worker

- Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face.
- Draft responses to constituents.
- Ensure that each case is dealt with promptly, sensitively, accurately and confidentially, in accordance with the MP.
- Gather relevant information to assist with resolving cases.
- Log all cases; monitor progress and ensure all identified actions are taken.
- Manage and monitor social media enquiries, dealing with cases that do not need to be transferred to a higher level. Ensure all enquiries are dealt with in a timely manner.
- Retain records and information confidentially and in line with data protection legislation.
- Some work outside of the normal working hours, particularly for MP advice surgeries, and occasional work travel.

Essential skills

- Ability to deal with and prioritise a large and varied caseload, and work well under pressure.
- Ability to manage expectations in sometimes challenging circumstances.
- Excellent interpersonal and written communication skills.
- Good IT skills, including MS Office and familiarity with social media platforms.
- Ability to draft letters and emails to a high professional standard.
- Ability and willingness to develop knowledge in specialist areas.
- Ability to work independently as well as effectively as part of a small team.
- Discretion and empathetic professionalism.
- Supportive and sympathetic of Liberal Democrat values.

Desirable skills

- Previous casework or customer service experience.
- Understanding of the issues facing people in the West Highlands.
- Able to speak Gaelic.
- Full driving licence.

**Apply in writing with a letter and CV to andrew@glen2glen.com
Application deadline Monday 29th July 2024.**

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Full time role, based in Fort William

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