

# Northamptonshire Health Workers Branch

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| <b>1. Post Details</b>   |   |
| Job Title: <b>UNISON BRANCH CASEWORKER</b>   | Full Time: <b>£32,073 per annum</b>     |
| Main base location: <b>UNISON Branch Hub, Kettering General Hospital, NN16 8UZ</b> |   |
| Reports to: <b>Branch Secretary</b>  | Accountable to: <b>Branch Secretary</b> |
| Working Pattern: <b>37.5 hours per week</b>  | Job Type: <b>Branch Case Worker</b>     |
| Date: <b>Closing Date for application: Friday 31<sup>st</sup> July 2026 (5pm)</b>  |   |

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| <b>2. Job Summary</b>  |
| <p>The Case Worker provides support, advice and representation to UNISON Members working within the Northamptonshire Health Sector.</p> <p>The role ensures members receive timely, accurate and confidential guidance on workplace issues, employment rights and UNISON procedures.</p> <p>The post holder works with branch officers, workplace representatives, and regional staff to deliver high-quality casework and to promote fairness and equality.</p> |

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| <b>3 Key Responsibilities</b>  |
| <ul style="list-style-type: none"> <li>• Provide advice to members on employment issues including sickness absence, disciplinary and grievance procedures, bullying and harassment, performance management and contractual matters.</li> <li>• Represent members at formal and informal meetings with employers, ensuring their rights are protected.</li> <li>• Manage and prioritise an active caseload, ensuring timely follow-up and clear communication with members.</li> <li>• Maintain accurate, confidential case records on UNISON Case Web (training provided)</li> <li>• Work closely with Branch Officers, branch Staff, workplace reps, and Unison regional Staff for complex or escalating cases.</li> <li>• Support the development of workplace reps by offering guidance and mentoring on representation issue</li> <li>• Attend Branch meetings and provide updates on casework trends or issues.</li> <li>• Promote UNISON services, campaigns and recruitment opportunities.</li> </ul> |

### **3. Communication and Relationships**

Highly developed interpersonal skills with the ability to exchange confidential, sensitive or contentious information clearly and effectively at all levels and in line with data protection (GDPR) procedures.

The post holder will deal with enquiries from members, managers and employees at all levels of the organisations within the branch, dealing calmly and courteously with individuals who may be both anxious and distressed.

#### **Key Working Relationships Internal**

- Branch Secretary/Chair
- Branch Case Support Worker and Branch Administrator
- HR Managers within NHS and / Home Managers or Homeowner – Private Sector
- Branch Committees/Representatives
- Unison Regional officers

#### **Key Working Relationships External**

- TU Regional Staff
- TU members
- Outside organisations

### **4. Person Specification: Knowledge, Training and Experience -**

#### **Essential:**

- Knowledge of employment rights, HR processes or equivalent experience
- Experience providing advice or representation in a workplace, union or advocacy environment
- Strong communication and negotiation skills
- Ability to handle sensitive and confidential information and knowledge of GDPR
- Strong organisational skills and ability to manage competing priorities
- Commitment to trade union values of fairness, equality and social justice
- Current Driving Licence

#### **Desirable:**

- Experience supporting NHS or Health Sector staff
- Knowledge of UNISON structures and representation procedures
- Training or experience in Employment law or mediation
- May be required to work flexibility including occasionally outside of normal office hours

### **5. Values and Behaviours**

- Empathy and respect for workers' experiences
- Commitment to equality, anti-discrimination, and inclusive practice
- Confidentiality and professional integrity at all times
- Collaborative working with reps and officers
- Member-focused approach to problem solving and support

**6. Working Conditions**

- Travel across Northamptonshire Healthcare sites required
- Use of VDU
- Occasional evening or weekend hours for meetings or urgent cases
- Hybrid work arrangements depending on Branch needs

**7. Freedom to Act**

Works without direct supervision using own initiative but within clear guidelines of Unison Policies and Procedures and Branch Priorities.

**8. Sign Off Agreement**

Job Holders Signature ..... Date .....

Branch Secretary Signature ..... Date .....

## **Job Description Additional Information**

### **Infection Control**

To comply with all organisations that you may visit and make yourself aware of any local protocols around infection control

### **Rehabilitation of Offenders Act**

Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Applicants are therefore not entitled to withhold information about convictions which for other purposes are "spent" under the provision of the Act, and, in the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by the Branch. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the order applies.

### **Data Protection**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way that is incompatible with such purpose and to disclose data only to authorised persons or organisations as instructed.

### **Equalities responsibility**

All staff have the responsibility to support the principles of equal opportunities under the Equality Act (2010) in regard to the remit of their role and position with NHWB and will oppose all forms of unfair or unlawful discrimination.

No employee shall receive less favourable treatment on any grounds including his or her gender, religion or belief, age, disability, ethnicity or sexual orientation, further including marital status, sexual assignment, colour, nationality, ethnic or national origins, physical characteristics, having exercised a contractual right or any other irrational prejudice. Neither should any employee identifying themselves within these categories be disadvantaged by unjustifiable conditions or requirements.