**Community Clinic Support Caseworker to MLA**

Job Description and Spec Below:

*Robbie Butler MLA is recruiting for a Community Clinic Support Caseworker****)****.*

*The post is for 8 hours which will be split over an agreed 2 day pattern and the successful candidate would be expected to be available to take up the post at the earliest opportunity.*

*The successful applicant would be supporting the MLA in delivering casework support through Community Clinics, from the MLA office in Lisburn & occasionally Assembly office in Stormont. (Access to a car/own transport essential)*

*The successful applicant will help build relationships with business, community and other groups in the constituency including developing and managing a media/social media strategy for the clinics.*

 Job description, main duties and role

•            Assisting with MLA's diary management and events

•            Managing constituency cases in liaison with main office

•            Attending community clinics/meetings/conferences as required

•            Updating/maintaining databases

•            Managing and monitoring queries and enquiries

•            Gathering relevant information for research/policy/legislative bills

•            Providing information/advice to constituents on range of issues

•            Drafting letters/correspondence

•            Identifying local community groups/key contacts

•            Monitoring and proactively assisting with media and social media

•            Ensuring enquiries are dealt with sensitively and confidentially

•            Retaining records and information confidentially and in line with the Data Protection Act

•            Other duties as required in support of the MLA carrying out their Assembly and Constituency duties

Essential Criteria

 1. The successful applicant must demonstrate competence and experience in conducting research on a wide range of policy issues to deliver written, oral briefings and questions.

2. Applicants must demonstrate competence and experience liaising with the public and constituents

3. Applicants must demonstrate competence and experience in drafting constituency case correspondence

4. Proficiency(evidenced) in the use of social media

5. Ability to work on own initiative and in small team, and see tasks through to conclusion.

6. Demonstrate good problem solving and communication skills

7. Demonstrate good organisational skills and the ability to prioritise.

8. Demonstrate awareness of local issues within the constituency

9. Demonstrate loyalty and confidentiality in previous employment

Desirable Criteria

1. Knowledge of lobbyists and pressure groups

2. Experience dealing with government departments, public bodies and agencies.

3. Experience with general public in order to provide advice.

4. Academic and professional qualifications