

YOUR Voice – YOUR Vote – YOUR Union at Lancaster University

Ever thought of becoming a case worker?

As a staff member at Lancaster University, you may find that you need advice or hands-on assistance to ensure you are being treated fairly, equitably and reasonably by your employer.

As a key part of our service to members at Lancaster University, we have a team of highly valued case workers who assist their fellow university staff members through what can be some very difficult and stressful times.....

“When I got the letter saying I faced possible dismissal because of a disciplinary charge, it was a very scary and lonely feeling. My UCU case worker was brilliant and supported me all the way to the finding of ‘no case to answer’. I would never want anyone to face that situation alone and my case worker was there by my side when I needed someone.”

What training is involved for case workers?

The national union runs regular training sessions for new case workers in various locations. At Lancaster, we send our new case workers to Manchester for a comprehensive introductory training session.

As part of your training, you would “shadow” and be “shadowed” by a more experienced case worker until you feel comfortable representing a member on your own. Once you start to take cases you enjoy the ongoing advice and support of the casework coordinator and regional office.

As part of your ongoing support, you would be encouraged to come along to the case work team meetings (once a term) at Lancaster where we support each other, exchange notes and talk about problems common to case workers at Lancaster.

Who do I contact to talk to about this?

Louise Banton is the union case work coordinator at Lancaster and happy to talk to anyone if they want more information about what case work involves and becoming a case worker.

Contact

Louise Banton
lbanton@ucu.org.uk

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Get involved with your union today: www.lancs.ac.uk/users/ucu