
Overview

In local democracy, elected members have an important role to play in taking up and dealing with constituency problems. Local authority staff can have a key role to play in supporting the elected member in this important area of responsibility.

Target Group

This unit is appropriate to the work of local government staff who have an important role to play in assisting elected members to secure effective services for their constituents.

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Support elected members' case work

Performance criteria

You must be able to:

- P1 gather relevant information about constituency and case work issues
- P2 make this information available to the elected member as appropriate and advise on suitable action
- P3 ensure information is as up-to-date and accurate as possible
- P4 obtain information and prepare a possible response on behalf of the elected member if required
- P5 monitor progress in dealing with constituency and case work issues where necessary
- P6 ensure members of the public and elected members receive reports on progress where necessary
- P7 ensure elected members, colleagues and members of the public are satisfied with the service you have provided

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Knowledge and understanding

You need to know and understand:

- K1 the importance of collecting available information and the type of information to collect
- K2 how to deal with members of the public who are angry or distressed
- K3 the limits of your own role and competence when it comes to solving problems on behalf of the public
- K4 the importance of providing 'customer care' when dealing with members of the public
- K5 your organisation's complaints procedures
- K6 contact details for other organisations who may be more appropriate to deal with the constituency and case work issues
- K7 contacts in other departments or organisations who can provide help and support when dealing with constituency and case work issues
- K8 the importance of agreeing and monitoring progress in dealing with a constituency or case work issue

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Additional Information

This unit covers the following types of case work issues:

**Scope/range
related to
performance
criteria**

- 1 complaints about services
- 2 failure to meet agreed standards
- 3 unmet needs for services
- 4 Community Calls for Action
- 5 requests for information about services and service providers

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Behaviours

You must show that you work in the following way

- 1 you address multiple demands without losing focus or energy
- 2 you respond quickly to crises and problems with a proposed course of action
- 3 you constantly seek to improve performance
- 4 you find practical ways to overcome barriers
- 5 you listen actively, ask questions, clarify points and rephrase other's statements to check mutual understanding
- 6 you keep people informed of plans and developments
- 7 you show empathy with others' needs, feelings and motivations and take an active interest in their concerns
- 8 you make time available to support others
- 9 you demonstrate a clear understanding of different customers and their real and perceived needs
- 10 you take personal responsibility for resolving customer problems
- 11 you advocate customers' interests within your organisation
- 12 you give people opportunities to provide feedback and you respond appropriately
- 13 you push for concrete information in an ambiguous situation
- 14 you show sensitivity to internal and external politics that impact on your own area of work

**Links to other
NOS**

- 1 B22 Research analyse and report information
- 2 C15 Carry out your responsibilities at work
- 3 C21 Establish and maintain effective working relationships in local governemnt
- 4 C31 Contribute to the implementation of local government legislation, regulations and procedures

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