

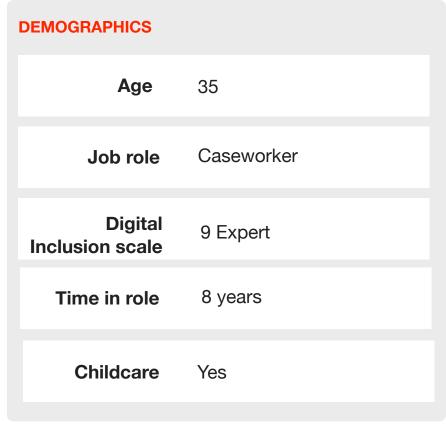
Caseworker: The Librarian of CT Materials

Procedural role in many cases

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There is no way anyone looks at all this material - 60gb! But I'll move it anyway, it's all about the process

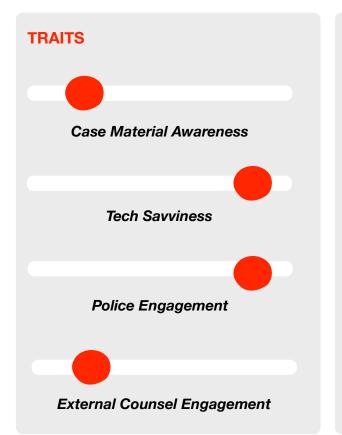
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GOALS & OBJECTIVES

- To facilitate a paper orientated approach being digital
- Reduce all technological friction in materials being received or served, e.g tech issues, OSX issues, access to HOLMES.
- To prioritise and be fair to all team members which need our services to bundle and deliver materials
- Minimise all my cognitive load to be able to effectively deliver services across a high volumes of cases
- Motivation: Autonomy (D H. Pink 'Drive' theory) To have the freedom to do the work in the way I want to around my family commitments and timescales

"it may be tough now, but when there was paper? That was much so much worse"



BEHAVIOURS

TASKS

- Facilitating information and materials movement between many cases and may points in the case. Mainly large materials and 'bulk' transfers, like from HOLMES terminal to P drive.
- Burning files to physical media, and organising the delivery
- Travelling to prisons to drop of laptops and materials.
- Highly technical but has support from IT specialist in the area
- Information management but NO knowledge of the case (not DV)

DAY IN THE LIFE

I am the procedural glue that holds the case together. From the moment the materials arrive from the police, till the case is closed and I archive it all at the end. I ensure materials are where they need to be for the CT team.

I run between our team, wider CPS, the police, prisons and prosecutors - everyone in involved in a case. I make this work fit around my family/ personal life. I am able to process lots of files at once by 'dragging and dropping' files from one place to another. I have access to three standalone machines to facilitate this.