



Carl

Caseworker:
The Librarian of CT
Materials

Procedural role in
many cases

“

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

”

DEMOGRAPHICS

Age	35
Job role	Caseworker
Digital Inclusion scale	9 Expert
Time in role	8 years
Childcare	Yes

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”

TRAITS



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.