

Job Description

Job Title:	Case worker – Benefits and Housing
Responsible to:	Adult services manager
Salary:	£26 000 + pension contribution
Hours:	35 hours per week (Monday to Friday)
Based at:	Disability Action & Advice Centre, 4, Waldegrave Road, Teddington, TW11 8HT

Introduction

Ruils is a user-led charity supporting individuals (irrespective of age, impairment, health condition or capacity) to live independently at home and in their community. The services we provide range from information, advice and advocacy to practical support to identify and manage care and support.

We provide a number of advice and advocacy services that not only provide information and sign-posting to relevant services, but that stay with the individual helping them to negotiate the health, social care and housing systems. Our advisors support clients to navigate these complex systems, providing them with the tools and information they need. In addition to this we help individuals to appeal Benefit decisions and make and appeal Housing applications. This person-centred service enables disabled people to have more choice and control to live the life of their choice.

Purpose of post:

1. To provide active advice to individuals, with a wide range of impairments, health and mental health conditions to enable them to access information, services and activities.
2. To support clients to appeal Benefits decisions, make and appeal Housing applications and manage other housing issues such as anti-social behaviour and access issues.

Duties

1. To provide timely and accurate information and advice in relation to legal support, housing and welfare benefits to clients accessing Ruils via the helpline, email, letters and website enquiries.
2. To analyse individual's issues, identify possible solutions and explain services and procedures, and where necessary, sign post to other organisations and the council and/or health authority.
3. To work on a short to medium term basis with clients who need extra support to access services. This could include making referrals or writing letters with clients; helping client to complete application forms; visiting clients to explain processes and supporting them to get what they need.
4. To design and prepare materials (e.g. toolkits, information packs, bulletins) to enable individuals to navigate the welfare system including health, care, benefits and housing.
5. Support clients to gather the evidence they need to make a Benefit Appeal or Housing applications or Appeal.

6. Ensure clients are aware of key dates and important information is submitted on time.
7. Attend important meeting with clients (including appeals) enabling them to put their points across and advocating for them when required.
8. Encourage clients to join the Ruils peer support network.
9. Work with volunteer peer advocates to provide advocacy and support to clients.
10. To maintain records for the purpose of continuity of information & support, information retrieval, statistical monitoring and report preparation.
11. To develop and maintain effective external relationships with key partners including voluntary sector organisations, housing officers, local authority and other relevant bodies. Work with these providers to identify underlying issues and formulate solutions.

General requirements

General

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for disabled individuals to be independent and to create opportunities that enable them to reach their full potential.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation.

The post-holder will:

- Promote the work of Ruils including inputting into the design and promotion of the Services
- Be self-servicing and will maintain efficient files and records and record on the Ruils database;
- Attend monthly staff meetings; Attend personal supervision and appraisal meetings
- Attend and contribute to Planning Days and Events as and when required;
- undertake any training necessary to improve performance
- Comply with all relevant legislation.
- Ensure that confidentiality of client information is maintained in line with GDPR regulations.

Special Requirements:

Flexibility to work outside of normal office hours on occasion.

A DBS check is a requirement of this role.

Person Specification: Information and Advice Officer

	<i>Tested through Application Form</i>	<i>Tested at Interview</i>
Qualifications	1. Good standard of education	
Experience	2. Experience of working with clients one to one. 3. Providing support to access information or services. 4. Advocating on behalf of an individual	Working with clients with complex needs
Knowledge & Understanding	5. Working Knowledge of Welfare Benefits, Community Care and Housing law 6. Knowledge of the local voluntary sector	Disability issues including Independent Living and the Social Model of Disability Knowledge of the Personalisation Agenda
Technical Skills & abilities	7. Proficient in the use of Word and Excel 8. Able to use own initiative. 9. Able to listen carefully & get to the root of the issue or problem. 10. Ability to enable clients by providing the tools and know how. 11. Ability to provide comprehensive and confidential advice 12. Able to keep accurate records with good attention to detail.	Able to identify & report on the salient points of complex presenting issues. A methodical and logical approach Resourceful
Interpersonal skills, motivation & commitment abilities	13. Good written & verbal communication skills.	Able to work on own initiative, prioritising and managing workloads.
Other	Committed to upholding the Rights of disabled people	