

Job Description

Job Title:	Senior Caseworker (advice) - Pathways
Responsible to:	Adult Services Manager
Salary:	£30K - £36,000
Hours:	35 hours per week (Monday to Friday)
Based at:	Disability Action & Advice Centre, 4, Waldegrave Road, Teddington TW11 8HT

Introduction

Ruils is a charity that supports Disabled children and adults, people with long term health and mental health conditions to live independently, be part of their community and to live life to the full. We provide information, advice, practical support, befriending and accessible activities to our clients and their families. We enable individuals to have choice and control over the way in which they get their support.

The Pathways Service provides information and advice to clients, helping them to negotiate welfare benefits, housing and social care 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 appropriate Benefits, Housing and /or Social care to meet their needs.
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.
3. To support Ruils' Campaign and Communications Manager with Housing Campaigns by providing client data, advice trends, attending forums and overseeing in-office drop-ins.
4. To assist with recruitment and provide supervision and support to trainee Caseworkers working on the Pathways Service.

Duties

1. To provide timely and accurate information and advice to enable individuals to access the health, social care and housing support they need to live independently.
2. To analyse individual's issues, identify possible solutions and explain services and procedures. Where required signpost to other organisations and the council and/or health authority for services and support.
3. To work mostly on a short to medium term basis with clients who need extra support to access services. This could include making referrals; writing letters

with clients; helping clients to complete application forms; preparing appeals, explaining processes and guiding clients through procedures.

4. To identify gaps in online information available to clients and prepare materials (e.g. guides, bulletins) as required to enable individuals to navigate the welfare system including health, care, benefits and housing.
5. To support clients to gather the evidence they need to make a Benefit Appeal or Housing applications or Appeal.
6. To ensure clients are aware of key dates and important information is submitted on time.
7. To attend important meetings with clients (including appeals) enabling them to put their points across and advocating for them when required.
8. 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.
9. To attend and make positive contributions to the advice and housing forums.
10. To support Ruils' Campaigns and Communications Manager by providing casework trends, anonymised client details (when required) and overseeing pre-arranged in-office drop-ins with the Housing Providers.
11. To maintain records for the purpose of continuity of information & support, information retrieval, statistical monitoring and report preparation in line with AQS standards.
12. To input to monitoring and reporting as required.
13. To input into the recruitment process of trainee caseworkers.
14. To provide induction, supervision and support to trainee caseworkers working on the Pathways service.
15. To undertake regular case file reviews of the caseworkers' work and annual reviews of the Pathways service.

Ruils Culture

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our

personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.

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.

General requirements

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.
Drivers licence would be an advantage

Person Specification: Senior Caseworker

	<i>Tested through Application Form</i>	<i>Tested at Interview</i>
Qualifications	1. Good standard of education	
Experience	2. Experience of providing advice, and support to clients with complex situations. 3. Providing support to access information or services. 4. Advocating on behalf of an individual.	Experience of handling emotionally sensitive conversations.
Knowledge & Understanding	5. Working Knowledge of Welfare Benefits, Social Care and Housing. 6. Knowledge of the local voluntary sector.	Disability issues including Independent Living and the Social Model of Disability Knowledge and Understanding of the Benefits Appeals process
Technical Skills & abilities	7. Proficient in the use of Word, Excel and databases. 8. Able to use own initiative. 9. Able to listen carefully & get to the root of the issue or problem. 10. Ability to explain complex information clearly. 11. Ability to enable clients by providing the tools and know how. 12. Ability to provide comprehensive and confidential advice. 13. 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	14. Excellent written & verbal communication skills. 15. Able to build trust with clients. 16. Confident and proficient reader. 17. Excellent time-management skills.	Able to work on own initiative, prioritising and managing workloads. Compassionate, patient, curious with a willingness to learn
Other	18. Committed to upholding the Rights of Disabled people.	Values driven approach