

**Job Title:** Ealing & Westminster Caseworker  
**Location:** Age UK, Ealing and Westminster  
**Reports to:** Mary Hicks – Ealing Centre Manager

**Terms and Conditions.**

- **Hours:** 17.5 per week (16 hours on Ealing 1.5 Westminster)
- **Duration:** This is a fixed term role until March 2021.
- **Salary:** £20,625.28 - £25,429.52 depending on experience (pro-rata)
- 25 days Annual Leave (pro rata) & 8 day Bank Holidays (pro-rata) and additional Festive closure days (where applicable).

**ABOUT US**

deafPLUS is a charity working to encourage integration and equality between deaf and hearing people in all areas of life. We provide a range of services from Advocacy to Employment, equipment to information and advice across 7 centres around the UK as well as delivering a national advice service.

**MAIN PURPOSE OF THE POST**

The primary role of this advice caseworker is to provide advice, guidance and customer representation to adult Ealing residents from the following client groups:

- with sensory impairments including people who are both blind and deaf;
- To provide a Social Welfare Information and Advice service to d/Deaf residents of Ealing & Westminster.

This can include older people, people who are socially isolated and people who cannot speak English as a first language

**Main Duties and Responsibilities are:**

- To deliver support to enquirers and manage a caseload of individuals as agreed with the project manager. You will be expected to assist with:

- housing advice and housing-related support for those with care and support needs;
  - general money and debt management (refer to deafPLUS BSL Debit helpline)
  - Information on adult social care and health provision
  - treatment and support for health conditions; and quality of health services
  - sign post to the availability of services that help people remain independent such as handyman services;
  - availability of befriending services and other services to prevent social isolation
  - availability of aids and adaptations, tele care, assistive technology, apps and other technology to increase independence
  - advice, and applying for disability benefits and other types of welfare benefit
  - availability of employment and training support for disabled adults
  - children's social care services and transition
  - signpost to the Carers Service for the availability of carers' services and benefits
  - parenting and caring support
  - sources of independent advocacy, advice and information
  - advice on breaks from caring
  - health and wellbeing of carers; and advice on wider family relationships
  - carers' access to financial and legal issues
  - caring and employment, education and learning
  - carer's need for advocacy
  - raise awareness of the need to plan for future care costs;
  - Practical help with planning to meet future or current care costs;
  - access to independent financial advice (refer to deafPLUS BSL Debit helpline).
  - Assistance completing supported social care self-assessment documents for both the vulnerable adult and carer.
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- At the discretion of management take responsibility for the development and facilitation of peer/self- advocacy groups. Enabling local users of health and social care to participate in consultation activities and partnership boards and have a view and a voice on local services and support.
  - Where required, attend client appointments in the community, at their home or at surgeries.
  - Attend training, forums and meetings to ensure knowledge remains relevant and up to date. Suggested forums include housing benefit liaison meetings, advice worker support network, Ealing Advice Forum and on-line resources.
  - Will keep up to date about current best practice and legislation within the health and social care and advice fields.
  - Provide updates and feedback to the EAS team

- Assist colleagues within EAS with enquiries which relate to your specialist knowledge and experience of working with a particular client group.
- Use Charity Log / Advice Pro database to record details of all client contacts and ensure client information is kept up to date.
- Using the correct templates, conduct outcomes assessments with clients at the following times:
  - With all existing open cases at the start of the project
  - With all new cases as part of the initial assessment
  - When a case closes
- Ensure that, using the correct template, satisfaction surveys are conducted with clients within 3 months of their case being closed. This role can be delegated to a volunteer or colleague.
- Record the results of outcome assessments and satisfaction surveys on Charity Log / Advice Pro.
- Work in line with EAS triage procedures
- Meet regularly with the project manager to feedback about the progress of the project and ensure it is relevant to local strategy and national Government priorities.
- Work with the project manager and AQS when they perform an audit on the service as part of the accreditation process.
- Contact with clients will take place either over the phone, in the office or in an agreed location
- Follow the policies and procedures in deafPLUS/ EAS manual and where necessary provide suggestions for improvement.

### **General.**

1. To share in agreed staff development policies by receiving regular supervision and annual appraisals
2. To develop an agreed personal training plan and carry this out using internal and external training as required.
3. To attend London and national staff meetings and other deafPLUS meetings as required.
4. To participate in fundraising activities when required.
5. To ensure relevant knowledge on IAG and Welfare Benefits / Housing / Welfare Rights issues is up-to-date.
6. To adhere to and promote deafPLUS' policies and standards, especially the Equal Opportunities, Health & Safety, and Total Communication policies.
7. To support the Centre Manager, Head of Services and other deafPLUS staff in achieving the aims of deafPLUS and carry out such other relevant duties as may be agreed including working outside of normal hours.
8. To coordinate own Access to Work support if and when required.

**Note:** The final interpretation of this job description rests with the Chief Executive in consultation with the jobholder. It will be reviewed in the course of supervision meetings and any amendments will be

negotiated with the jobholder. The jobholder is also expected to share in other work with deafPLUS as time permits and by agreement with the Chief Executive.

Job holder

Signed:

Date:

Chief Executive

Signed:

Date: