



## Role Description and Personal Qualities

### Voluntary Position Of: Casework Support Volunteer

**Reporting to:** Senior Caseworker

**Hours:** By agreement

**Place:** Wandle Valley Resource Centre, Mitcham

**Staff Contact:** Karly Francis, Senior Caseworker, karly@mertoncil.org.uk – 0758 428 5072

### About Merton CIL & The Advice and Advocacy Service

Merton CIL is a user-led organisation promoting the inclusion, choice, and independence of Deaf and Disabled people in Merton. We deliver a range of services to Deaf and Disabled People living in Merton, including Advice and Advocacy

We provide advice and advocacy on issues relating to benefits, community care and hate crime. We have a senior caseworker, 2 caseworkers and 2 trainee caseworkers on the front line.

### Expectations of the role

To provide support to the Advice and Advocacy service. To provide Information and Guidance to Deaf and Disabled people in Merton.

### Key Tasks

- To work with service users on a 1-2-1 basis to identify their goals and wishes
- To support service users to speak up and express their views in meetings, on the telephone and in writing
- To support service users to access community services
- To support self-advocacy
- To signpost service users to other relevant services.
- To support service users to apply for Council Tax Relief, Housing Benefit, Blue Badge, Freedom Pass, Taxi card, Disabled Persons railcard, Warm Homes discount, Disability premiums, Road vehicle tax refund, etc
- To support the service with taking and making calls as required
- To keep accurate and detailed records in line with our policies and procedures
- To scan and upload relevant documents to case files
- To input relevant data on to our database
- To attend appointments or formal meetings with caseworkers
- To support the service manager, maintain AQS guidelines
- To support at outreach events promoting the advice and advocacy service

## **This role will suit someone who...**

- Has an interest in enabling individuals to understand and exercise their rights and to have a voice
- Is keen to gain more knowledge on benefits or community care
- Has good communication skills, including a suitable telephone manner
- Is competent using IT packages, such as email, Word, and Excel
- Can handle with discretion information which may be confidential or sensitive
- Has a personal commitment to supporting people with a range of disabilities, and supporting people from a variety of ethnic and social groups

## **It would be great if you also had...**

- Previous experience in an advice or advocacy role

## **What is in it for you?**

- Become part of a friendly and passionate team making a difference in Merton
- Gain more knowledge about benefits, community care and hate crime, as well as gaining practical training in an advice setting
- Meet new people and make new connections
- Improve your knowledge and communication skills
- Regular Supervision with Senior Caseworker
- Reimbursement of out of pocket expenses:
  - A travel allowance of £4.40 per day. Volunteering days must be agreed in advance with Merton CIL
  - A lunch allowance if you volunteer more than 4 hours per day (up to £5 with receipt)
- If you work over 100 hours – you will receive a gift. You will also be nominated for a volunteer award via Merton Voluntary Service Council and be awarded a value you discount card which gets you 20% off several local businesses.

## **A DBS check will be required for this role**

### **If you're interested:**

Email us at [karly@mertoncil.org.uk](mailto:karly@mertoncil.org.uk) or call 0758 428 5072