



Job Description and Person Specification

Job title	Case Worker (Welfare Benefits and Low Income)
Reporting to	Service Manager
Hours	35 hours per week
Starting salary	£25,000.00 p/a
Contract type	Fixed-term until 31/03/21 (with the possibility of extension)

This post is open to Deaf and Disabled people only

This post is subject to a satisfactory Enhanced DBS (Disclosure and Barring Service) check

Overall Purpose of Role

Working in line with our values as an organisation, to provide information, advice and advocacy support to Deaf and Disabled people in Merton in order to enable them to live independently and have as much choice and control over their lives as possible.

About Merton CIL

Merton CIL is a user-led organisation promoting the inclusion, choice, and independence of Deaf and Disabled people in Merton. We were established to provide a voice for Deaf and Disabled people in the borough and to provide support to Deaf and Disabled people in all areas of their lives.

About the Advice and Advocacy service

We provide advice and casework support on Welfare Benefits, Community Care and Disability Hate Crime. We support Deaf and

Disabled people to speak up at a range of formal meetings such as Care Act assessments and Welfare Benefit Tribunals. Our Welfare Benefits and Community Care work is accredited by the Advice Quality Standard (AQS).

We are funded to provide a home visiting service as well as office-based appointments. Because of coronavirus, we are currently all working from home and our Advice and Advocacy Service is being provided via telephone, email, letter and online platforms such as Zoom and Skype. We are currently planning our return to working from our office.

About the role

Experienced advisers and advocates have knowledge of a very broad range of subjects and at Merton CIL, while we encourage broad knowledge, we also ask employees to focus on key topics which are most in demand locally.

For this role, we are specifically looking for someone to provide Benefits and Budgeting advice and casework. There will also be opportunities to provide Community Care advice and advocacy.

We will support the post-holder through on-the-job coaching, development, supervision and training opportunities, and a range of employee benefits.

Key Tasks and Responsibilities

1. To support Deaf and Disabled people in Merton and to provide them with accurate advice, information and guidance in their own homes, in the office, on the telephone and via email and online platforms, enabling them to live more independently
2. To carry a caseload, providing support to Deaf and Disabled people on a person-centred basis in order to enable them to have as much choice and control over their lives as possible
3. To carry out Welfare Benefits checks and calculations and provide support with form-filling, health assessments, reviews and appeals
4. To support Deaf and Disabled people in a wide range of formal settings including, but not limited to, ESA and PIP medical assessments, and Social Security Tribunals
5. To support Deaf and Disabled people with budgeting advice, to apply for grants and to negotiate with third parties as required eg, DWP, HMRC, local authorities, utility companies and bailiffs

6. To support Deaf and Disabled people with Care Act assessments, reviews and reassessments, including Financial Assessments
7. To work at all times to the Social Model of Disability
8. To identify social policy issues and undertake social policy work as required
9. To raise safeguarding concerns under the supervision of the Service Manager
10. Where appropriate, to refer people to other services in line with our policies and procedures, including to other Merton CIL services
11. To keep accurate and detailed records of enquiries received and advice and/or support given
12. To be responsible for the implementation of monitoring, evaluation and quality assurance procedures
13. To research and to keep informed of new legislation and changes to existing law and policy on issues affecting disabled people
14. To keep up to date on what is offered by other agencies and promote collaborative working relationships with associated agencies within the Borough
15. To prepare for, attend and contribute to support and supervision sessions.
16. To prioritise and manage cases in line with quality standards
17. To carry out peer case reviews.
18. To ensure appropriate public promotion of the service and to contribute to the design and updating of publicity materials for the service
19. To carry out the duties of the post within an equal opportunities framework and adhere to all Merton CILs policies and guidelines including our Values and Independence Charter
20. To undertake such duties as from time to time may reasonably be required
21. This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur

Person Specification

Essential

1. Lived experience of disability
2. Committed to working to the Social Model of Disability

3. At least one year's experience of giving Benefits and Budgeting Advice to the public on a one-to-one basis
4. Excellent research and analytical skills
5. Excellent written and oral communication skills, including the ability to explain and summarise complex rules and advice in simple terms
6. Effective advocacy and negotiating skills
7. Ability to enable people to resolve their problems
8. Ability to plan and prioritise own work and meet deadlines
9. Ability to be flexible and responsive to change
10. Willingness to learn and develop
11. Ability to work collaboratively as part of a team
12. Ability to work to our Values (see <https://www.mertoncil.org.uk/about-us/> for further info on our Values)
13. Ability to maintain confidentiality
14. Strong IT skills (including Word, Excel, Outlook) and ability to use electronic monitoring to keep records of casework
15. Must have a strong personal commitment to supporting people across the spectrum of disability or health issues, and supporting people from a variety of ethnic and social groups

Desirable

- Experience of providing Community Care advice and/or advocacy
- Experience of working in outreach locations and/or providing a home-visiting service
- An understanding of the Merton voluntary sector and local authority structures

Closing date for applications: 11.00pm Tuesday 30 June 2020

Interviews will take place during the weeks commencing Monday 6 or 13 July via Zoom

Candidates invited to interview will be informed by Thursday 2 July 2020

Start date: 1 August 2020 or as soon as possible thereafter

If you require additional support completing this application due to an access need, or if you would like further information about the role or the application process, please get in touch on 0203 397 3119

Please apply by email with:

- A completed application form; and
- A completed monitoring form.

to info@mertoncil.org.uk

This role is funded by Big Lottery Fund's Reaching Communities Programme

