



Job Description and Person Specification

Job title	Trainee Case Worker (Advice and Advocacy)
Reporting to	Service Manager
Hours	28 hours per week
Salary	Starting salary £19,565.00 pro rata, with potential for increase to £24,000.00 pro-rata
Contract type	Fixed term to 31/03/2022

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 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

For this role, we are looking for someone to build up their skills and knowledge and provide advice and casework in these key areas:

1. Community Care (this is priority area number one)

You will be supporting local Deaf and Disabled people with their assessments for social care. This will include preparation for and attendance at needs assessments and reassessments, support with reviews, and advice on and support with financial assessments (including Disability Related Expenses) and charging.

2. Personal Independence Payment (this is priority area number two)

You will be supporting local Deaf and Disabled people to apply successfully for Personal Independence Payment (PIP). This will include new PIP applications, PIP reassessments and Disability Living Allowance to PIP transfers and will cover form-filling, preparation for and support at health assessments, mandatory reconsiderations, appeal form filling (SSCS1s), drafting Tribunal submissions and support at First-tier Tribunals.

We will support the post-holder through on-the-job coaching, development and supervision, and a range of employee benefits, and there may be opportunities for advice and/or casework in other areas of service delivery e.g. benefits other than PIP and budgeting.

The role would equally be as suitable for someone changing career as for someone just starting out.

Key Tasks and Responsibilities

1. To take part in all training and development activities as advised by the Service Manager and the Senior Caseworker.
2. To provide Deaf and Disabled people in Merton with accurate information and advice, enabling them to live more independently.
3. To carry a caseload and to provide support to Deaf and Disabled people on a person-centred basis, enabling them to have as much choice and control over their lives as possible.
4. To keep clear records of information, advice and advocacy support given and to enter key information on our database for monitoring purposes and for feeding back to funders and for quality checking.
5. To support Deaf and Disabled People with Care Act assessments, reassessments and reviews, including financial assessments.
6. To support Deaf and Disabled People with all aspects of the PIP application process, from form-filling to the First-tier Tribunal.
7. To provide advice and/or advocacy in other areas of service delivery as instructed by the Service Manager.
8. To work at all times within the Social Model of Disability.
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 other Merton CIL services.
11. To research and to keep informed of new legislation and changes to existing law and policy on issues affecting Deaf and Disabled people.
12. To prepare for, attend and contribute to support and supervision sessions.
13. To prioritise and manage cases in line with quality standards.
14. To carry out peer case reviews.
15. To ensure appropriate public promotion of the service and to contribute to the design and updating of publicity materials for the service
16. To keep up to date on what is offered by other agencies and promote collaborative working relationships with associated agencies within the Borough

17. To carry out the duties of the post within an equal opportunities framework and adhere to all Merton CIL's policies and guidelines including our Values and Independence Charter.
18. To undertake such duties as from time to time may reasonably be required.
19. 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. Self-motivated and keen to learn and develop new skills and knowledge
3. Capable of working supervised and unsupervised
4. Excellent written and oral communication skills
5. Ability to be welcoming and compassionate
6. Ability to remain calm under pressure
7. Ability to be flexible and responsive to change
8. Committed to fighting for justice
9. Committed to valuing people's lived experience
10. Committed to working to the Social Model of Disability
11. Ability to work collaboratively as part of a team
12. Ability to maintain confidentiality
13. Strong IT skills (including Word, Excel, Outlook)
14. Must have a strong personal commitment to supporting people across the spectrum of disability or health issues and to supporting people from a variety of ethnic and social groups

Desirable

- Experience of providing information, advice and/or advocacy support, on a paid or a voluntary basis
- 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 with:

- A completed application form
- A completed personal details form

to info@mertoncil.org.uk

This role is funded by Trust for London's Strengthening Voices Realising Rights programme



Trust for London

Tackling poverty and inequality