



Caseworker

(Information and Advice)

Application Pack – October 2023

Are you passionate about pushing for change?

Do you have advice skills or lived experience of navigating benefit and social care systems, or have you worked within regulatory frameworks?

This exciting opportunity to join our team as a Caseworker may be for you!

We are seeking a passionate and skilled individual to join Merton Centre for Independent Living's (Merton CIL) AQS accredited Information & Advice service.

About Merton CIL

Merton CIL is a user-led Deaf and Disabled people's organisation based in the London Borough of Merton. We are run and controlled by and for Deaf and Disabled people. We support Deaf and Disabled people across the full spectrum of impairment including physical and sensory impairments, long term health conditions, learning difficulties and neurodiversity.

We work within the social model of disability and to an independence charter, co-designed with Deaf and Disabled people to ensure we can influence key issues affecting our lives in a variety of ways.

We provide a holistic service, with all work feeding into our three aims:

1. Promoting Independence and Inclusion.
2. Identifying and Challenging Discrimination.

3. Achieving Change Locally.

You can find out more about Merton CIL by watching our short film - [here](#)

You can also read case studies from service users and staff in our latest impact report - [here](#)

Why work for Merton CIL?

At Merton CIL, we work hard to address the marginalisation of Deaf and Disabled people and make a real difference in Merton and the wider community. By joining us, you will be part of a team that is passionate about pushing for a fairer society where Deaf and Disabled people can take control over their lives and achieve full participation.

What we offer:

- Salary of **£25,700-£30,000** per annum dependent on skills and experience.
- Working hours – **28 - 35 hours** per week, Monday to Friday. Flexibility around hours and days worked.
- Fixed term contract until **2025** with the possibility of extension dependent upon funding.
- Hybrid working - 50% of **working hours from home** and 50% in the office to allow for community, collaboration, and support.
- **Pension** with employer contribution.
- 33 days **annual leave** (pro rata for part time employees).
- **Disability leave**, if eligible.
- **Training and development** opportunities.
- One week per year for you to spend on work at Merton CIL which interests you outside of your role to **support innovation and skills development**.
- 24/7 **employee assistance scheme** with free counselling services available to support you.
- Access to **employee benefits & discounts**.
- **A diverse team**. Merton CIL is committed to equality, diversity and reflecting the communities we serve.

About the role

These roles sit within our information and advice team. We provide free information and advice to Deaf and Disabled people living in Merton in the following areas: welfare benefits, social care, concessionary travel, grant applications, health, and housing. Our work is accredited by the Advice Quality Standard (AQS).

Job Description and Person Specification

Role: Caseworker

Reporting To: Advice Service Manager

Hours: 28-35 hours per week

Salary: £25,700 - £30,000 per annum dependent upon experience.

Start Date: As soon as possible.

Contract Type: Fixed term until 31st March 2025

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

Key Tasks and Responsibilities

1. To provide Deaf and Disabled People in Merton with accurate information, advice, guidance and representation in their own homes and other settings.
2. To carry an advice caseload.
3. To specialise in housing and social care but to work across all other service areas (welfare benefits, concessionary travel, grant applications, health).
4. To support Deaf and Disabled people with Care Act assessments, reviews and reassessments, including Financial Assessments.
5. To support Deaf and Disabled people with housing issues, such as allocations, transfer, aids and adaptations, possession proceedings, homelessness, disrepair.
6. To prioritise and manage cases in line with quality standards.
7. To keep accurate and detailed records of enquiries received and advice and/or support given.
8. To research and to keep informed of new legislation and changes to existing law and policy on issues affecting Deaf and Disabled people.

9. To be responsible for the implementation of monitoring, evaluation, and quality assurance procedures.
10. To identify social policy issues arising from your casework and undertake work to address these issues for local Deaf and Disabled people.
11. To prepare for, attend and contribute to support and supervision sessions.
12. To raise safeguarding concerns under the supervision of the Service Manager.
13. To answer the office telephone on a rota basis.
14. Where appropriate, to refer people to other services in line with our policies, including other Merton CIL services.
15. To keep up to date on what is offered by other agencies and promote collaborative working relationships with associated agencies within the Borough.
16. To carry out peer case reviews.
17. To ensure appropriate public promotion of the service and to contribute to the design and updating of publicity materials for the service.
18. 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.
19. To undertake such duties as from time to time may reasonably be required.
20. 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. At least one year's experience of giving advice to the public on a one-to-one basis in one or two of the following areas: social care, housing and/or welfare benefits. Or, one year's experience working within an environment operating within regulatory frameworks.
2. Excellent research and analytical skills.
3. Excellent written and oral communication skills, including the ability to explain and summarise complex rules and information in simple terms.
4. Effective advocacy and negotiating skills.

5. Ability to enable people to resolve their problems.
6. Ability to plan and prioritise own work and meet deadlines.
7. Ability to be flexible and responsive to change.
8. Willingness to learn and develop.
9. Ability to work effectively as a member of a team.
10. Ability to maintain confidentiality.
11. Strong IT skills (including Word, Excel, Outlook) and ability to use electronic monitoring to keep records of casework.
12. Committed to working to the Social Model of Disability.
13. 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

- Lived experience of disability or an intersectional issue that may affect the Disabled community.
- Experience of working in outreach locations and/or providing a home-visiting service.
- Experience of a user controlled and led organisation.
- An understanding of the Merton voluntary sector and local authority structures.

How to apply

Please apply by emailing your CV, application support form and monitoring form to info@mertoncil.org.uk

Other Information

Merton CIL is committed to equality, diversity and reflecting the communities we serve. We particularly welcome applications from Deaf or Disabled people from Black, Asian and Minority Ethnic communities.

If you require additional support completing this application due to an access need, please get in touch on 0203 397 3119.

Closing date for applications: Ongoing

Applications will be reviewed as and when they are received.