

Headway East London
Bradbury House
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238-240 Kingsland Road
London E2 8AX



Tel: 020 7749 7790
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August 2018

Dear Applicant,

Re: Caseworker

Thank you for your interest in the above vacancy with Headway East London. All the information you need about Headway East London can be found on our website www.headwayeastlondon.org and our blog <http://headwayblog.blogspot.co.uk>.

The starting salary for this position is **£24,599.10**. The job description and person specification are attached. In order to apply you will also need the following documents, which can be downloaded from the website or sent to you in the post on request:

- Application form
- Ethnic monitoring form

Please ensure you address the requirements as laid out in the job description and person specification when completing page 4 of your application and ensure all other sections of the form have been completed. Incomplete applications will not be considered and CVs will not be accepted.

Please send your completed application to recruitment@headwayeastlondon.org by **9am on Monday 17th of September 2018**. If you would like further information about the role, please get in touch (my email and number are below). Interviews are scheduled to take place on **Monday 24th September 2018**.

If you have not heard from us by **Mid-October**, please assume that your application has not been successful.

Yours faithfully,

Sean Kinahan
Casework Service Manager /Deputy Director of Services
Email: sean.kinahan@headwayeastlondon.org

Tel: 020 7749 7792

Job Description

Job Title:	Caseworker
Service:	Casework Service
Based at:	Headway East London (HEL) & Other Locations in HEL Catchment
Contract:	Fixed term until end of May 2019
Hours	14 hours per week – Part time (more hours may be available at a later date)
Line manager:	Casework Manager

Background

Alongside its other services, Headway East London offers information, advice and advocacy to people affected by brain injury – including survivors, family members, friends and unpaid carers. In 2015 we received 4 years funding from the BIG Lottery to develop our casework services and offer a range of support to people affected by brain injury including: information provision, advice, advocacy, peer support groups, peer mentoring (via two employed Peer Support Workers), training and social activities.

Headway East London are now working directly with two local hospitals and rehabilitation units to offer services whilst the survivor is still in hospital. This includes providing family members with support and information about what has happened to their relative and help them navigate the health & social care system, provide them with information on entitlements and signpost them to other relevant services.

We recognise that people affected by brain injury may need support for the rest of their lives and so this work also extends to offering continued support in the community; including advice and advocacy support to those who are already members of our day service and community support work service.

Main Purpose:

Deliver Casework & Family Support services for people affected by brain injury in a variety of settings across Headway East London's catchment area.

Main Duties:**Case Work**

1. Support people with an acquired brain injury (ABI) and/or their families through appropriate advice, information and advocacy services
2. Support people to access their statutory rights and entitlements
3. Manage a caseload of referrals in a flexible and holistic way, responding to each individuals needs and circumstances
4. Be approachable and empathetic to all stakeholders and maintain a welcoming environment
5. Make appropriate referrals to other HEL services, social services, local authorities, statutory agencies, advocacy services, community rehabilitation teams & other relevant support services
6. Visit people in their home environment and accompany them to meetings as appropriate

7. Attend Care Needs Assessments, reviews and other statutory meetings with clients
8. Liaise with statutory bodies & relevant stakeholders to follow up on implementing agreements
9. Proactively engage with statutory agencies and other professionals to highlight the work and the needs of people accessing HEL services and to promote HEL services
10. Signpost families to appropriate services & follow up to ensure support is being received
11. Engage interpreters, signers and advocates as necessary to ensure all clients have access to the same level of support.

Family & Peer Support

12. Proactively link survivors & families in with HEL Support Groups
13. Assist with organising support groups across the HEL catchment
14. Facilitate support groups across the HEL catchment when required
15. Follow up with actions from support groups including linking families in with HEL Casework Service, other HEL services and/or signposting
16. Assist with organising speakers to provide information sessions at Support Groups
17. Assist with organising & facilitating social & information events for survivors and families within the HEL catchment.

Early Intervention Support

18. Assist with and/or facilitate the HEL Early Intervention projects in Hospitals to provide information, advice & support on a range of issues to families & patients
19. Maintain a safe and welcoming space for patients and family members to seek emotional, practical and peer support
20. Maintain positive relationships with hospitals, rehabilitation units and all stakeholders within HEL's catchment area
21. Provide families/patients/carers & other key stakeholders with booklets, leaflets and other useful information on accessing health/social services, entitlements, benefits etc.
22. Signpost patients/families to appropriate specialist services (i.e. financial, employment & legal)
23. Signpost patients/families to other HEL services as appropriate
24. Link patients/families with HEL Family support services
25. Signpost patients/families to other Headway Groups nationally.

Administration & Monitoring

26. Oversee/ identify publication and printing needs within the Casework project, including booklets, leaflets and other useful information on accessing health/social services, entitlements, benefits etc.
27. Record and update spreadsheets, databases and other recording/data input instruments within the Casework project
28. Maintain proper, confidential records on all contacts with clients, their families/carers and all other agencies/workers involved in their support.

Professional development

29. Keep up to date with issues relating to area of work and undertake appropriate training
30. Prepare for and attend regular Casework Team Meetings & Supervision and utilise these as a space to seek & provide support
31. Attend staff meetings/management team and board meetings as appropriate
32. Draw on the expertise of the wider Headway team to inform your practice.

Other duties

33. Ensure impartiality, confidentiality & respect when dealing with all stakeholders
34. Liaise and work closely with other HEL staff as appropriate
35. Support the Peer Support Workers in their duties when necessary
36. Demonstrate commitment to the aims, ethos & adhere to HEL policies and procedures

37. Any other duties that may reasonably be required.

This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

Person Specification

Essential	Desirable
<p>Experience and Qualifications</p> <ol style="list-style-type: none"> 1. At least two years' experience of advising people with disabilities 2. Experience of negotiating and working pro-actively with statutory and non-statutory service providers on behalf of service users 3. Experience of working as part of a team of staff or volunteers 4. Experience of working in a community setting 5. Experience using databases & other recording tools 	<ol style="list-style-type: none"> 1. Professional qualification, for example, social work, nursing, occupational therapy 2. Experience of support groups 3. Experience of working with brain injury survivors and their families 4. Experience of working with multidisciplinary teams 5. Experience of working in a hospital setting
<p>Skills, Knowledge and Abilities</p> <ol style="list-style-type: none"> 1. Excellent IT skills, including use of Microsoft Office packages 2. Well organised with experience of working under pressure, prioritising workloads and meeting targets/deadlines 3. Ability to work on own initiative and the ability to work as team member 4. Ability to problem-solve and prioritise 5. Ability to recognise and seek out own support needs 6. Excellent communication, literacy & numeracy skills 7. The ability to absorb complex written and oral information 8. Ability to build working partnerships and work with other agencies 9. Ability to learn quickly 10. Ability to relate well to people on a one-to-one basis and comfortable in group settings 11. Ability to listen and be empathic to others 	<ol style="list-style-type: none"> 1. Knowledge of Acquired Brain Injury and its effects 2. Knowledge of the Care Act 2014 and Care Needs Assessments 3. Knowledge and understanding of the demographic Headway East London serves
<p>Other Requirements</p> <ol style="list-style-type: none"> 1. A positive and proactive attitude 2. Personally and professionally responsible 3. A commitment to team working 4. Flexible, adaptable and reliable 5. Demonstrable commitment to equal opportunities and diversity 6. Willingness to work occasional evenings and weekends 7. Sense of humour 	<ol style="list-style-type: none"> 1. Awareness of issues relating to disability and social exclusion