

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



Tel: 020 7749 7790
Fax: 020 3582 4688

October 2018

Dear Applicant,

Re: Senior 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 **£26,898 to £30,300 (negotiable depending on skills and experience)**. 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 Tuesday 13th November 2018**. Interviews for the position are scheduled to take place on the **20th and 21st of November 2018**.

If you would like further information about the role, please get in touch (my email and number are below)

If you have not heard from us by the end of November, please assume that your application has not been successful.

Yours faithfully,

Natalie Clapshaw
Casework Manager

Email: natalie.clapshaw@headwayeastlondon.org
Tel: 020 7749 7790

Job Description

Job Title:	Senior Caseworker
Service:	Casework Service
Based at:	Headway East London & Other Locations in HEL Catchment
Contract:	Fixed term until end of May 2019
Hours:	35 hours/week
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 and explain legislation and rights to clients and their families
3. Be approachable and empathetic to all stakeholders and create a welcoming environment for people to seek support
4. Make appropriate referrals to other HEL services, social services, local authorities, statutory agencies, advocacy services, community rehabilitation teams & other relevant support services
5. Visit people in their home environment and accompany them to meetings as appropriate
6. Attend care needs assessment meetings, reviews and other statutory meetings with clients
7. Liaise with statutory bodies & relevant stakeholders to follow up on implementing agreements
8. 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
9. Recognise the limits of the support that can be provided and signpost families to appropriate services as necessary, and follow up to ensure support is being received
10. Seek out and organise information workshops for people affected by acquired brain injury

11. Engage interpreters, signers and advocates as necessary to ensure all clients have access to the same level of support

Family Support

12. Identify support needs for brain injury survivors and/or their family members & link them in with existing Support Groups /carer support networks accordingly.
13. Assist the Casework Manager to identify opportunities to set up and develop further support groups for family members only, for brain injury survivors only, or mixed groups
14. Prepare for and facilitate family support groups to provide ongoing support to survivors and families across the HEL catchment
15. Maintain regular communication with the family support groups and identify support needs at support groups and follow up with actions from the groups including linking families in with HEL Casework Service, other HEL services and/or signposting
16. Organise a calendar of speakers to provide information sessions to Support Group attendees
17. Organise social events for survivors and families within the HEL catchment
18. Build links with local Carers' Centres and work in partnership with them to provide as much support as possible for family members of people with ABI.

Early Intervention Support

19. Support the Casework Manager in building relationships with hospitals and rehabilitation units across Headway's catchment area and help to set up appropriate supports
20. Facilitate the HEL Early Intervention projects in Hospitals to provide information, advice & support on a range of issues relating to Brain Injury to families & patients
21. Maintain a safe and welcoming space for patients and family members to seek emotional, practical and peer support
22. Provide families/patients/carers & other key stakeholders with booklets, leaflets and other useful information on accessing health/social services, entitlements, benefits etc.
23. Signpost patients/families to appropriate specialist services (i.e. finances, employment & legal)
24. Signpost patients/families to other Headway East London services as appropriate
25. Link patients/families with HEL Family support services & others experiencing similar issues
26. Signpost patients/families to other Headway Groups nationally

Administration & Monitoring

27. Maintain proper, confidential notes on all contacts with clients, their families/carers and all other agencies/workers involved in their support
28. Maintain monitoring documentation, utilise online database and provide statistical information on the number of clients being supported and the nature of cases to management
29. Ensure impartiality, confidentiality & respect when dealing with all stakeholders
30. Liaise and work closely with other HEL staff as appropriate
31. Assist the Casework Manager in ensuring adherence to HEL policies and procedures and assist in the development of relevant policies and procedures

Professional development

32. Keep up to date with Care Act developments, government policy and other publications relating to area of work and undertake appropriate training
33. Prepare for and attend regular Casework Team Meetings and Supervision and utilise these as a space to seek & provide support
34. Attend staff meetings/management team and board meetings as appropriate
35. Support other staff/team members as necessary, including assisting in inducting new staff
36. Draw on the expertise of the wider Headway team to inform your practice

Other duties and responsibilities

37. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
38. Demonstrate commitment to the aims, ethos and policies of HEL.
39. Abide by H&S guidelines & share responsibility for your own safety & that of colleagues.
40. 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 – Senior Caseworker

Essential	Desirable
<p>Experience and Qualifications</p> <ol style="list-style-type: none"> 1. At least 4 years’ experience of advising disabled/ vulnerable clients 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 and volunteers 4. Experience of family support groups 5. Experience of working in a community setting 6. Excellent IT skills, including use of Microsoft Office packages 7. Experience in using databases 	<ol style="list-style-type: none"> 1. Experience of working with brain injury survivors and their families or people with disabilities 2. Experience of supervising volunteers 3. Professional qualification, for example, social work, nursing, occupational therapy
<p>Skills, Knowledge and Abilities</p> <ol style="list-style-type: none"> 1. Well organised with experience of working under pressure, prioritising workloads and meeting targets/deadlines 2. Ability to work on own initiative and the ability to work as team member 3. Advocacy skills/training 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. Excellent listening skills 9. Ability to build working partnerships and work with other agencies 10. Ability to learn quickly 11. Ability to relate well to people on a one-to-one basis and in group settings 12. Understanding of and empathy with disabled and vulnerable people 	<ol style="list-style-type: none"> 1. Knowledge of Acquired Brain Injury and its effects 2. 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 on disability and social exclusion