



Accountable to: Casework Manager Salary Scale: £26,107.32 pro rata Hours: 21 hours per week

Contract: Part time (fixed term, to June 2023)

**Location:** Headway East London office in Hackney, with travel across North/East London

### About us

<u>Headway East London</u> (www.headwayeastlondon.org) is a charity supporting people affected by brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their family.

We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.

### About the Casework Service

Alongside our 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 2019 we received 4 years funding from the National Lottery Community Fund 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 one employed Peer Support Worker), training and social activities.

We are now working directly with The Royal London Hospital to offer services whilst the survivor is an inpatient. 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. This project is called 'Better Together- Headway East London at The Royal London'.

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.



### What you will do...

• 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 and responsibilities

#### **Case Work**

- Support people with an acquired brain injury (ABI) and/or their families through appropriate advice, information and advocacy services.
- Manage a caseload of referrals in a flexible and holistic way, responding to each individuals needs and circumstances.
- Become familiar with our waiting list and allocate time/systems to triage and complete information gathering assessments.
- Be approachable and empathetic to all stakeholders and maintain a welcoming environment.
- Make appropriate referrals to other HEL services, social services, local authorities, statutory agencies, advocacy services, community rehabilitation teams & other relevant support services.
- Visit people in their home environment and accompany them to meetings as appropriate. Attend Care Needs Assessments, reviews, and other statutory meetings with members.
- 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.
- Engage interpreters, signers and advocates as necessary to ensure all clients have access to the same level of support.

#### **Family & Peer Support**

- Support preparation and facilitate family support groups to provide ongoing support to survivors and families across the Headway East London catchment area.
- Proactively link survivors & families in with HEL Support Groups- manage waiting list and contact members when spaces become available.
- Support members to engage with the remote and online service in the event that the Day Service/casework is closed onsite, or a hybrid service is being offered.
- Follow up with actions from support groups including linking families in with HEL Casework Service, other HEL services and/or signposting.
- Assist with organising speakers to provide information sessions at Support Groups.
- Assist with organising & facilitating social & information events for survivors and families within the HEL catchment.

#### Better Together @ Royal London Hospital

- 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.
- Maintain a safe and welcoming space for patients and family members to seek emotional, practical and peer support.
- Maintain positive relationships with hospitals, rehabilitation units and all stakeholders within HEL's catchment area.
- Signpost patients/families to appropriate specialist services (i.e. financial, employment & legal).

#### **Administration & Monitoring**

- Maintain confidential, factual and accurate notes on all contacts with clients, their families/carers and all other agencies/workers involved in their support on Charity Log our online system.
- Maintain monitoring documentation, utilise online database and provide statistical information on the number of clients being supported and the nature of cases to management and the board of trustees.
- Ensure impartiality, confidentiality & respect when dealing with all stakeholders.
- Assist the Casework Manger in ensuring adherence to Headway East London policies and procedures and assist in the development of relevant policies and procedures.

#### **Professional development**

- Keep up to date with Care Act developments, government policy and other publications relating to area of work and undertake appropriate training.
- Prepare/facilitate and attend regular Casework Team Meetings and Supervision and utilise these as a space to seek & provide support.
- Support other staff/team members as necessary, including assisting in inducting new staff.

#### Other duties

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the vision, values and policies of Headway East London.
- Abide by Health & Safety guidelines & share responsibility for your own safety & that of colleagues.
- 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



# Skills & Experience

Criteria	Essential	Desirable
Experience and Qualifications	<ul> <li>Experience of advocating for disabled/ vulnerable clients</li> <li>Experience of working as part of a team of staff and volunteers</li> <li>Experience of facilitating support groups</li> <li>Experience of working in a community setting</li> <li>Excellent IT skills, including use of Microsoft Office packages and databases</li> </ul>	<ul> <li>Experience of negotiating and working pro-actively with statutory and non-statutory service providers on behalf of service users</li> <li>Experience of working with brain injury survivors and their families or people with disabilities</li> </ul>
Skills, Knowledge and Abilities	<ul> <li>Well organised with experience of working under pressure, prioritising workloads and meeting targets/deadlines</li> <li>Knowledge of relevant legislation in relation to the rights of disabled people</li> <li>Understanding of the benefits system</li> <li>Ability to work on own initiative and the ability to work as a team member</li> <li>Excellent communication, literacy and numeracy skills</li> <li>Excellent listening skills</li> </ul>	Knowledge of Acquired Brain Injury and its effects
Other Requirements	<ul> <li>A positive and proactive attitude</li> <li>A commitment to team working</li> <li>Flexible, adaptable and reliable</li> <li>Demonstrable commitment to equal opportunities, diversity and inclusion</li> <li>Willingness to work occasional evenings and weekends</li> </ul>	Awareness of issues relating to disability and social exclusion

Coaching, training and support will always be provided as part of the role.



### To apply

Please submit your application form to recruitment@headwayeastlondon.org. Closing date for applications is **9am** Wed 31st Aug and interviews will take place on Mon 5th September. **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.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity. If you would like further information about the role and Headway East London, please contact Natalie Clapshaw via email at: natalie.clapshaw@headwayeastlondon.org or call on 02077497790.

No agencies please.

### How you will work

- In a way which promotes diversity, equality of opportunity and anti-discriminatory practice in line with Headway's Equal Opportunities Policy.
- Operate at all times in a way that is consistent with Headway East London's legal responsibilities including, data protection, health and safety legislation and guidance, seeking specialist guidance where appropriate
- Work in accordance with Headway East London's aims and objectives and policies and procedures and to promote a positive image of the organisation and its members.
- Undertake such other duties as may reasonably be required, commensurate with the level of the post.

