



**Headway**  
East  
London



Caseworker

Job Pack



## Job Details

<b>Job Title:</b>	Caseworker
<b>Location:</b>	Headway East London, 238-240 Kingsland Road, London E2 8AX
<b>Team:</b>	Casework Service
<b>Responsible to:</b>	Casework Service Manager
<b>Contract:</b>	Permanent
<b>Hours:</b>	35 hours per week (full time)
<b>Salary:</b>	£28,235.07 FTE

## About Us

Headway East London ([www.headwayeastlondon.org](http://www.headwayeastlondon.org)) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. 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 Role

The **Casework Service** main aim is to ensure that survivors and families have access to the benefits and support they are entitled to. This means working directly with local authorities and statutory organisations, or signposting to relevant partners.

Through our **Better Together** project at the Royal London Hospital and Queens Hospital Romford we offer early intervention inside the hospital, so that brain injury survivors and their family can access information, emotional support and assistance.

As a **Caseworker** you will be working closely with people with acquired brain injuries through our **Better Together** project, in **support groups** and in **one-to-one** casework appointments. You will be providing advice, advocacy, support and signposting.

## Principal Duties and Responsibilities

1. Support people with lived experience of brain injury, families and carers through Casework projects and support groups. This could be in accessing the right benefits, housing issues or gaining the right care moving forward.
2. Take part in our Better Together project at the Royal London Hospital and Queens Hospital Romford. We visit each hospital weekly.
3. Make appropriate referrals to Headway East London services, and other relevant professionals/services.
4. Contribute to events for professionals engaged in working with people with lived experience of brain injury, highlighting the needs of our members and the work we do.
5. Help run our Saturday Social (once a month) which provides a safe setting for members to be part of a community space.
6. Monitor and document on all work undertaken and update our database constantly and efficiently.



## Key Relationships – Internal and External

- Operational Staff – Headway East London
- Members/clients families and carers
- External Partners including health and social care providers, litigation professionals and case managers, educational settings and students

## Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care of your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.





## General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

## Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
  - coproduction
  - equity, diversity and inclusion
  - sustainability





## Person Specification

Criteria	Essentials	Desirable
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of advising people with disabilities</li> <li>• Experience of negotiating and working pro-actively with statutory and non-statutory service providers on behalf of members</li> <li>• Experience of working in a community setting</li> <li>• Experience using databases &amp; other recording tools</li> <li>• Understanding and awareness of brain injury and Headway East London's work</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working as part of a team of staff and volunteers</li> <li>• Experience of working with local authorities</li> <li>• Knowledge of the Care Act 2014 and Care Needs Assessments</li> <li>• Knowledge of Acquired Brain Injury and its effects</li> <li>• Knowledge and understanding of the demographic Headway East London serves</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Well organised with experience of working under pressure, prioritising workloads and meeting</li> <li>• Ability to recognise and seek out support needs</li> <li>• Ability to work on own initiative and the ability to work as team member</li> <li>• Ability to listen and be empathic towards others</li> <li>• Developed ability to relate well to people on a one-to-one basis &amp; in group settings</li> <li>• Flexible, adaptable and reliable</li> <li>• Excellent communication, literacy &amp; numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to problem-solve and prioritise</li> <li>• Ability to recognise and seek out advice when needed</li> </ul>



Criteria	Essentials	Desirable
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to the values, behaviours, and principles of the organisation</li> <li>• Demonstrable commitment to working in ways which promote equity, diversity, and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Committed and enthusiastic</li> <li>• Commitment to continuous personal development</li> </ul>

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.

N.B that the successful candidate, should they be accessing services provided by Headway East London, will be required to step down as a member of these services, including Day service, CSWS and Saturday social.

They will only join the support groups as co-facilitator.





## To apply

The deadline to apply is 9:00 am, Monday 6 January 2025.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org).

For further information about the role and Headway East London, please contact the Casework Service Manager Paul McKay email at [paul.mckay@headwayeastlondon.org](mailto:paul.mckay@headwayeastlondon.org) or call on **020 7749 7790**.

No agencies please.

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.

