**Inverness, Badenoch and Strathspey CAB**

**Available Post Advert**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Post Title** | **Mental Health Caseworker** | | | |
| **Hours per week** | Option 1 – **3 x 17.5** **hour Posts (to be worked over 3 days)**  Option 2 – **1 x 35 hour** **Post (to be worked over 5 days)**  **1 x17.5 hour Post (to be worked over 3 days)** | | | |
| **Days to be worked** | **To be decided, as dependent on Option taken (as above)** | | | |
| **Fixed Term** | **Yes**  **X** | No | Term Length | **31st March 2016** |
| **Salary Grade** | **IBS** **Grade 6 - £20,803 - £23,096** **(dependent on experience)** | | | |
| **Closing Date** | **Friday 9th January 2015** | | | |
| **Start Date** | **To be agreed** | | | |
| **Request an Application Pack** | [**recruitment@invernesscab.casonline.org.uk**](mailto:recruitment@invernesscab.casonline.org.uk) **or Contact Linda Swanson on Tel: 01463 252299 or go into Bureau at:**  **Inverness, Badenoch and Strathspey Citizens Advice Bureau**  **103 Academy Street, Inverness, IV1 1LS** | | | |

**Mental Health Caseworker**

**Job Description and Person Specification**

**Context of role:** To ensure the provision and development of quality advice, information and representational advocacy on statutory benefits, and other social welfare, debt and Housing matters, as appropriate within the area of benefit of Inverness, Badenoch and Strathspey Citizens Advice Bureau.

This will be by way of casework and specialist support services with particular reference to mental and cognitive health. To provide support to bureau staff and external partners

**Role purpose:** To ensure Clients with mental health issues are advised on their rights available to them.

Page 2/3

**Key work areas and tasks:**

**Casework**

* Provide casework services in the above mentioned areas.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Ensure income maximisation through the take up of appropriate benefits.
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
* Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
* Make home/outreach visits as necessary.
* Provide advice and assistance to other staff across the whole range of issues.
* Ensure that all casework conforms to the bureau's Office Manual at the appropriate level.
* Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
* Ensure that all work conforms to the bureau's systems and procedures.

**Social policy**

* Assist with social policy work by providing information about clients' circumstances.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
* Monitor service provision to ensure that it reaches the widest possible client group.
* Alert other staff to local and national issues.

**Professional development**

* Keep up to date with legislation, case law, policies and procedures relating to the post and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
* Assist with Service initiatives for the improvement of services.

**Administration**

* Review and make recommendations for improvements to bureau services.
* Maintain local information systems.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Attend internal and external meetings as agreed with the manager.
* Maintain close liaison with relevant external agencies.
* Maintain a library of reference material and case law.

Page 3/3

**Other duties and responsibilities**

* 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 aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

* Knowledge and experience of the welfare system and an understanding of how it may impact clients with Mental Health Issues .
* Effective oral communication skills with particular emphasis on negotiating and representing.
* Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
* Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
* Understand the issues involved in interviewing clients.
* Numerate to the level required in the tasks.
* Ability to prioritise own work, meet deadlines and manage caseload.
* Ability to use IT in the provision of advice and the preparation of reports and submissions.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability and willingness to work as part of a team.
* Ability to monitor and maintain own standards.
* Demonstrate understanding of social trends and their implications for clients and service provision.
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.