**Hamilton CAB**

**Health & Welfare Team**

**Caseworker Job Description & Person Specification**

**Job Title: Caseworker**

**Responsible to: Team Leader**

**Hours of Work: 35pw**

**Salary Scale: £25,020 pa**

**Fixed Term: 30th June 2023**

The Health & Welfare Team provide targeted advice, intensive practical support and representationfor isolated people with ill-health and/or long term health conditions including substance misuse and people in recovery and their families. The team work closely with health and social care practitioners, local community and third sector organisations. The work is funded by South Lanarkshire Integrated Joint Board, Corra Foundation and NHS Lanarkshire Health Improvement.

**Main Responsibilities**

1. To provide holistic person centred advice, intensive support, practical assistance and representation for people with ill-health and/or long term health conditions seeking help with money, social security benefits, housing and other social issues;
2. To develop and maintain positive working relationships with CAB colleagues, health and social care practitioners and local community organisations
3. To operate within the agreed policies of Hamilton CAB and ensure effective implementation of agreed advice and other systems.

**This will include:**

1. Providing advice, assistance and representation for people using the service working within the parameters of the Project objectives; ethical and professional standards to Type II/III Welfare Benefits, Type I/II Housing and Money Advice as described in Scottish National Standards
2. Casework and where appropriate representation at Social Security Hearings
3. Providing, or ensuring provision of, intensive practical support for people who need it making use of all community based formal and informal resource
4. Providing supported referrals to CAB and other local services
5. Establishing and developing positive collaborative working relationships with health and social care staff and other key partners;
6. Participating in multi-agency case management and practitioners meetings as appropriate
7. Operating within Hamilton CAB policies and procedures – particularly data protection, case management and health & safety
8. Capturing project monitoring and social policy information in order to inform local policy and service development.
9. Monitor and report back on social policy issues arising through the delivery of the service
10. Maintaining your personal competence level and developing knowledge and skills;
11. Undertake any other work, consistent with the purpose of the post, as directed by the Team Leader / Chief Officer

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**PERSON SPECIFICATION – CASEWORKER**

**ESSENTIAL Criteria**

* Knowledge and competence to SNS Type III in social security benefits – particularly health and disability related benefits
* Knowledge and competence to SNS Type II Housing
* Knowledge and general competence in all other areas of advice
* Recent experience of representation in tribunals and/or within Sheriff Court system or willing ness to undertake training to achieve this
* Well-developed communication, negotiation, influencing and facilitation skills
* Robust IT skills with experience of Microsoft office software electronic case management and research systems
* Experience of carrying and managing a complex caseload
* Ability to work under pressure, on your own initiative, but also to be part of a team
* Ability to work in a systematic manner with attention to detail
* Ability to prepare concise case studies
* Excellent organisational, communication and report writing skills
* An ability to deal with people using our service and other professionals in a sensitive and professional manner
* Commitment to the principle of a person centred, volunteer led service
* Commitment to the aims of Hamilton CAB
* Commitment to CAB Equal Opportunities Policy

**DESIRABLE criteria**

* Good working knowledge of the statutory and voluntary agencies in the area
* Knowledge and competence in health and community care areas of advice
* Understanding of health and social care issues
* Understanding of the motivation of volunteers / experience of volunteering or working alongside volunteers