



Caseworker Job Description

Role: Caseworker (Information and Advice)

Hours: 28 hours per week (flexibility around working pattern)

Salary: £30,282 (pro rata, per annum)

Location: Hybrid

Start Date: 1 August 2026 or as soon as possible thereafter

Contract Type: Fixed term until 31 Jan 2027, with potential of extension dependent upon funding.

This post is subject to a satisfactory Enhanced DBS (Disclosure and Barring Service) check.

About the Role

This role sits within our Information and Advice team and is key to the smooth running of our Information and Advice service. This role will provide casework support relating to Welfare Benefits, Adult Social Care and Housing to Disabled Merton Residents.

Key Tasks and Responsibilities

1. To manage a varied caseload, providing accessible and quality information, advice, guidance and representation to Disabled people in Merton.
2. To support Disabled people in Merton with Welfare Benefits including but not limited to applications, assessments, appeals and tribunal representation.
3. To support Disabled people in Merton with Adult Social Care including but not limited to Care Act assessments, reviews and reassessments, including Financial Assessments.
4. To support Disabled people in Merton with Housing including getting on to and improving positions on the housing register, aids and adaptations and Disabled Facilities Grants.
5. To support quality assurance processes to maintain the Advice Quality Standard including ensuring case notes are updated in-line with frameworks, carrying out peer file review and taking part in supervision sessions.

6. Where appropriate, refer Disabled people to other services in line with our policies, including other Merton CIL services.
7. To research and remain informed of new legislation or policy changes that impact casework.
8. To collaborate with the Policy and Campaigns Team to push for systems change.
9. To understand safeguarding procedures and raise concerns with support from the safeguarding lead.
10. To work within the Social Model of Disability and ensure that it is understood by our members, service users, staff, local authority, and partners.
11. To carry out the duties of the post in line with our Equality, Diversity, Inclusion and Equity Policy, and adhere to all Merton CIL's policies and guidelines, including our values.
12. To undertake such duties and attend out-of-hours and/or weekend events when reasonably be required.

This job description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.