



Headway
London

Caseworker

Application Pack

Job Details

Job Title:	Caseworker
Location:	Headway London Sites and Collaborating Hospital Sites
Team:	Casework Service
Responsible to:	Casework Service Manager
Hours:	28 Hours Per Week
Salary:	£29,993.60 FTE (£23,994.88 pro rata)
Contract:	Permanent

About Us

Headway London (www.headwaylondon.org) is a charity supporting people affected by brain injury. Working across 17 London boroughs, we provide specialist support for over 950 survivors, families, friends and carers each year - offering therapies, advocacy, and family and community support, alongside our Day and Evening Services.

Our Mission

We empower our community of brain injury survivors and their families to imagine new possibilities - filled with creativity, embracing diversity and backed by specialist support.

Our Vision

Brain injury survivors experience a world which is accessible to them, and where their contributions are valued and celebrated.



About the Role

Headway London works across 19 boroughs in London to ensure that the right care and support is in place to meet the needs of people with acquired brain injury (ABI).

Headway London's Casework Service aims to ensure that survivors of ABI, their carers and families have access to the support and benefits they are entitled to. The role of the Caseworker includes providing advice, advocacy, support, working directly with local authorities and statutory organisations, and signposting survivors and their families to relevant partner organisations.

The postholder's main duties will be delivering the Better Together project, which provides early intervention and support to survivors of ABI through the collaborations at partnering hospitals, including the Royal London Hospital, the National Hospital for Neurology and Neurosurgery at Queen Square, and Homerton Hospital. The role will also involve one to one casework appointments and contributing to the delivery of the wider casework service; providing advice, advocacy, support, working directly with local authorities and statutory organisations, and signposting survivors and their families to relevant partner organisations.

Principal Duties and Responsibilities

- Undertake responsibility of our Better Together project over multiple sites, including visits to each partnering hospitals on a weekly basis to support early intervention by providing information, emotional support and assistance to the survivors of ABI and their families.
- Support survivors of ABI, their families and carers through Casework projects, advocacy and guidance to include things like accessing the right benefits, housing issues or gaining the right care moving forward.



- Make appropriate referrals to Headway London services, and other relevant professionals/ services.
- 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.
- Maintain confidentiality, factual and accurate notes on all contacts with members, families and all other agencies involved in their support, ensuring database is updated regularly and efficiently.
- Support the Senior Caseworker in providing a safe and welcoming space for members, patients and families to seek support and guidance whilst liaising with clinical staff to ensure a holistic approach to their care and support.

Key Relationships – Internal and External

- Internal: Casework Team and wider team, Members, their carers and families and volunteers.
- External: External partnerships such as hospitals, solicitors.

Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway 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 (General Data Protection Regulation) guidance as outlined in Headway London policy and report any breaches as soon as reasonably practicable.



General

- Be aware of and always adhere to Headway London policies.
- Take part in progress/performance reviews throughout the year.
- Work collaboratively with other departments to achieve positive outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- 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

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

Person Specification

Criteria	Essentials	Desirable
Experience	• Experience of providing advice, information or practical support to individuals with complex needs or barriers to accessing services. • Experience of advocacy, including supporting individuals to access services, benefits or appropriate care.	• Experience of working with people with acquired brain injuries or other neurological conditions. • Experience of working in a hospital or healthcare setting.

Criteria	Essentials	Desirable
	Experience of maintaining accurate records and using databases or case management systems.	Experience of working with local authorities, particularly adult social care departments.
Knowledge	- Understanding of the barriers people with disabilities may face when accessing health, social care and other support services. - Understanding of person-centred approaches and the importance of promoting choice, independence and dignity. - Understanding of safeguarding, confidentiality and professional boundaries.	- Knowledge of acquired brain injury and its physical, cognitive, emotional and social effects. - Knowledge of the Care Act 2014, including Care Act assessments and eligibility for support. - Knowledge of welfare benefits, housing and other statutory support available to people with disabilities. - Understanding of hospital discharge processes and community-based support pathways.
Skills	- Excellent interpersonal and communication skills, with the ability to listen empathetically and adapt communication to individual needs. - Ability to build positive and professional relationships with individuals, families, carers and professionals.	

Criteria	Essentials	Desirable
	• Ability to identify individual support needs, provide appropriate guidance and make referrals to relevant services. • Ability to advocate effectively for individuals and communicate with external agencies to resolve issues. • Strong organisational skills, including managing competing priorities, maintaining records and meeting deadlines. • Ability to work independently, use initiative and recognise when to seek advice or escalate concerns. • Ability to work collaboratively with colleagues and external professionals across different services and settings. • Good written communication, literacy and numeracy skills, including the ability to produce clear and accurate casework notes. • Competence in Microsoft Office and other digital systems, with the ability to learn new systems.	
Personal Attributes	• Compassionate, approachable and non-judgemental, with a commitment to supporting people affected by acquired brain injury. • Flexible and adaptable, with the ability to respond to changing circumstances and individual needs.	• Experience of working as part of a team of staff and volunteers

Criteria	Essentials	Desirable
	- Reliable, professional and able to maintain appropriate boundaries when supporting people in challenging circumstances. - Commitment to Headway London's values, including co-production, equity, diversity, inclusion and sustainability. - Commitment to ongoing learning, reflective practice and professional development.	
Additional Requirements	- Ability and willingness to travel regularly between Headway London locations and partner hospital sites across London. - Willingness to undertake relevant training, including safeguarding, data protection and acquired brain injury awareness. - Ability to work flexibly across hospital and community settings to meet the needs of the service. - Ability to meet the safeguarding and pre-employment checking requirements appropriate to the role, including subject to an enhanced DBS check. - Help run our Saturday Socials (approx. 6 socials a year), providing a safe setting for members to be part of the community space.	

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review

To apply

The deadline to apply is 9:00 am, Monday 16 November 2026.

Interviews will be held w/c Monday 23 November 2026.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to recruitment@headwaylondon.org

For further information about the role and Headway London, please contact the **Casework Service Manager, Paul McKay:**

paul.mckay@headwaylondon.org or call on 020 7749 7790.

No agencies please.

Headway 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.

