

Project Worker (Information, Advice & Advocacy)



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| Hours: | Negotiable / Full / Part time |
| Pay: | £27 810 |
| Reports to: | Information, Advice & Advocacy Manager |
| Work base: | Wirral Mencap 42-44 Market Street Birkenhead CH415BT |

Flexible and home working offered. Some travel around Wirral to attend meetings/ events.

The purpose of this role is to support and empower people with a learning disability and their families. As a skilled and motivated Project Worker, you will play an active role in achieving the current aims and future development plans of the Wirral Mencap Information and Advocacy Service.

You will be responsible for a diverse caseload and will work proactively within the team and with the people we support to create and deliver events and workshops and support new Information, Advice and Advocacy project developments.

Key responsibilities

Casework:

- To respond to enquiries on a wide range of social welfare issues including social care, planning for the future, debt, housing, family relationships. Providing appropriate levels of advocacy, support and signposting to enable people to navigate and overcome their presenting issues.
- To deliver support and advice via phone, face to face (including home visits where appropriate), online video conference and/or email, enabling people to clarify their issues, explore their options and make informed decisions.
- To support people with paperwork and meetings: with understanding written and verbal communications, letter writing, and form filling, navigating and understanding the statutory and non-statutory processes in which they are engaged.
- Create and maintain accurate and up to date casework records using customer relationship management software and systems.
- Maintain accurate records of casework, events and work with the Information & Advocacy team to produce monitoring and other reports as required.
- Liaising with service providers, practitioners and other agencies to progress solutions and referring appropriately to other agencies.

Events/ Information sharing:

- Work with the team and independently to plan, organise, deliver, publicise and promote Wirral Mencap information events, workshops and training.
- Design and deliver information events and workshops. Oversee appropriate admin support.

- Attend relevant external events as agreed to keep up to date with information pertinent to effective service provision, establish and maintain good working relationships and to promote Wirral Mencap services.
- Work with Office Manager to design and write content for the Wirral Mencap newsletter, social media and website.

Project development:

Work with the IAA Manager to develop new and existing projects. Current projects under development include the Parents with Learning Needs Project:

- co-producing training with experts by experience for professionals working with families who are under, or at risk of, Children's Services involvement.
- co-producing an accessible online resource to support parents with additional learning needs

General:

- Support the work of the Information, Advice and Advocacy Steering Group, including promotion and recruitment.
- Work with the team to promote self-advocacy. Recruit, train and provide support for individuals and groups.
- Support the Information, Advice & Advocacy Manager with volunteer training and development.
- Recognise safeguarding procedures and report concerns in adherence to Wirral Mencap policies and procedures.
- Participate in regular team meetings.
- Work as part of a team and supporting other Wirral Mencap services.
- Undertake additional responsibilities as directed by the line manager.
- Deputise for the Information, Advice and Advocacy Manager at strategic meetings when required.
- Ensure all activities contribute to Wirral Mencap's Strategic Plan and are consistent with our Vision, Mission and Values, and to abide by Wirral Mencap's policies and procedures at all times.

Person Specification

| | Essential | Desirable |
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| Values and personal attributes | <p>Commitment to equality, diversion and inclusion.</p> <p>Highly self-motivated, resourceful and flexible.</p> <p>Ability to work confidently without supervision.</p> <p>Understanding of, and commitment to, the values and aims of Wirral Mencap.</p> | |
| Experience/ qualifications | <p>Prior experience in an information, advice and/or advocacy role or similar.</p> <p>Prior experience of working with people with a learning disability and or their families and carers.</p> | <p>Level 3 qualifications in relevant area: advice, guidance, advocacy/ Community or Children's social Care</p> <p>Prior experience of working in Children's Social Care or knowledge of legislation and processes.</p> |
| Knowledge | <p>Understanding of the common inequalities and challenges experienced by people with a learning disability and their family carers.</p> <p>Relevant knowledge of a broad range of local services, statutory and non- statutory eg Children's Services, housing, welfare rights.</p> <p>Awareness of relevant legislation eg Mental Capacity Act 2005 and Care Act 2014.</p> | <p>Understanding of the voluntary sector.</p> |

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| | <p>Awareness of safeguarding principles and reporting procedures.</p> <p>Knowledge and understanding of data protection principles.</p> | |
| Skills | <p>Excellent listening and communication skills. Ability to build rapport with people from diverse backgrounds.</p> <p>Ability to work as part of a team to produce and deliver effective information events and written communications.</p> <p>Excellent IT skills. Use of Microsoft Office applications and other apps, including databases, websites, online resources.</p> <p>Excellent verbal and written communication.</p> <p>Ability to prioritise own workload, meet deadlines and manage own caseload.</p> <p>Able to travel around Wirral area.</p> | Driving license and access to a car |

This post is subject to an enhanced criminal records check.

For further information or to ask a question please contact us by emailing jobs@mencapwirral.org.uk and someone will reply or give you a call.

To apply, please send a CV and cover letter, outlining your suitability for the role against the Person Specification to jobs@mencapwirral.org.uk. If interested in job share or part-time work, please specify on your application what hours you would be interested in.

Closing date: Midnight Monday 26th August. Interviews will be held on Wednesday 4th September.