

# Role Profile: Learning Disability Caseworker



## What you will do

- Deliver end-to-end advice casework to people with a learning disability and the people that support them.
- Efficiently manage a caseload of allocated client enquiries, ensuring prompt and accurate advice is delivered, actions are recorded, and service and organisational outcomes and targets are met.
- Take responsibility for your advice throughput, quality levels and continuous improvement, ensuring that you are available for 1:1's and monthly casework supervisions.
- Be a Subject Matter Expert in a nominated advice area, continually updating your knowledge and contributing to cross organisational work.
- Deal with aggressive, difficult or distressing calls in a calm and professional manner, following procedures and being mindful of your own wellbeing and that of others.
- Identify and undertake safeguarding alerts, following up on these and challenging them if necessary.
- Support our storytelling function through the gathering of case studies.

## About you

You are a passionate and skilled caseworker. You seek to empower clients and communicate effectively.

## Advice areas:

- Social care
- Mental Capacity
- Welfare Benefits
- Housing
- Health
- Transition to Adulthood
- Employment

## What you will bring

- A commitment to improving the lives of people with a learning disability
- Integrity and professionalism
- A focus on asset based, impact driven advice.
- The confidence to work in a dynamic team using agile methodologies
- The ability to work collaboratively within the scope of an agreed framework.
- A flexible can-do attitude around working patterns and attendance at events when required.
- Ability to travel, when required
- Emotional resilience and positivity.

## Your experience

- Experience of delivering multi-channel advice to people with a learning disability, or other under-represented groups.
- Experience of advice giving, professionally.
- Experience of making decisions on your own and in a team
- Experience of dealing confidently with complex cases including safeguarding.
- Robust understanding of data protection and confidentiality
- Experience using a CRM system and Microsoft Teams.

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## More information about the role

- Colleagues are home based, but with the opportunity to work from other Mencap sites.
- Work outside of core working hours and at different locations may be required to meet the needs of the service.
- Colleagues need to communicate effectively, demonstrating an excellent standard of written and spoken English, an additional language is useful but not essential.
- Colleagues will attend relevant meetings, and training opportunities
- Colleagues will be expected to share knowledge and experience by offering training to the team and others including delivering presentations and representing the advice service at events.
- This role is for 22.5 hours a week

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

## What will Mencap give you

- 32 days annual leave including bank holidays, subject to loyalty increases
- Opt in option for Mencap pension or auto enrol in NEST
- An up-to-date Enhanced DBS Check on the update service.
- Access to our Mencap Extras platform with exclusive discounts and deals available
- Clinical supervision sessions
- Access to Employee Assistance Programme

## How to apply

Please apply with an up-to-date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information, please contact our Recruitment Team on 01733 246699

## Who you can expect to work with

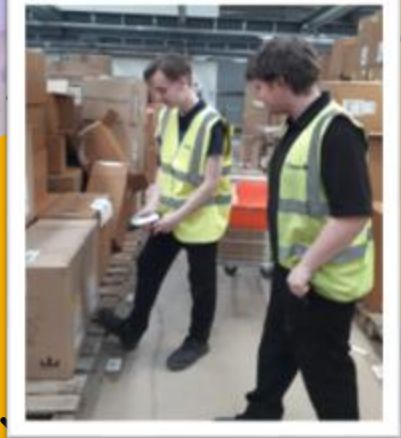
People with a learning disability and their families

People in the community and local authorities

Your team members

Roles that support and coach you

Colleagues from Mencap



## Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will be passionate about how you and your team can improve the lives of the people you support, reflecting always how you and your team can learn and improve.

We are **Inclusive** of everyone

You will be inclusive by making sure that your service and the people you support engage with the whole community. Within your team you will work to make sure all voices are heard, and different views listened to.

We are **Brave** we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their service/community the best place for all people to live and you will work to test things out and learn from mistakes.

We are **Positive** in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better.

We are **Kind** to everyone

You will be kind, supportive and encouraging to everyone you interact with.