

# Role Profile: Learning Disability Community Caseworker –Money and Energy Advice and Support



## About you

You are a passionate and skilled casework coordinator. You seek to support and empower team members to deliver difficult goals effectively.



## What you will do

- Working with the Team Manager to coordinate the delivery of end-to-end advice casework to people with a learning disability and the people that support them, particularly in Money and Energy Advice, including debt advice.
- Taking responsibility for the distribution of home efficiency and keeping warm measures, keeping records of where stocks have gone, putting in orders for more stock and keeping within the set budget.
- Efficiently managing a caseload of your own allocated client enquiries, ensuring prompt and accurate advice is delivered, actions are recorded, and service and organisational outcomes and targets are met.
- Working with Subject Matter Experts in other nominated advice areas, to refer cases in and out of other parts of the team when the clients need more than Money and Energy Advice.
- Dealing 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.
- Identifying and undertaking safeguarding alerts, following up on these and challenging them if necessary.
- Ensuring that the caseworkers are at the right locations, with the right stock and equipment ensuring cost-efficient travel and venue planning/booking and excellent time management.
- This role includes creating, booking and delivering workshops, events and webinars on Money and Energy Advice.

## 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 and managing or coordinating a team
- Experience of dealing confidently with complex cases including safeguarding, debt and poverty.
- 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 a combination of home based and outreach caseworkers. All can work from other Mencap sites, when needed. Casework is delivered over video calls, telephones, emails and face to face in the community.

- 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 are expected to 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 includes data collection, monitoring and assisting with the evaluation of the work undertaken.
- Build partnerships with community groups and event organisers, positively promoting Mencap and the British Gas Energy Trust.
- This role is for 30 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 pro rata 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

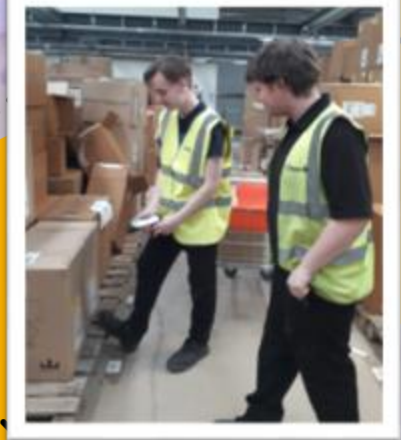
People with a learning disability and their families

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.