

JOB DESCRIPTION

JOB TITLE:	SPECIALIST CASEWORKER IASS
SALARY:	£
HOURS:	15
ACCOUNTABLE & RESPONSIBLE TO:	Chief Officer
BASE:	Louise House, Roman Road, Meole Brace Shrewsbury, SY3 9JN

KEY ELEMENTS OF POST

1. The candidate will show an understanding of and empathy for disabled people, their families and carers, with a strong commitment to equal opportunities.
2. The candidate will have the capability to provide a comprehensive and confidential general disability advice service under Social Welfare Law, Community Care Law and SEND.

SERVICE PROVISION

1. Provide a specialist legal casework service for welfare benefits to support our provision within the IASS Service for children and young people 0-25.
2. Adopt a holistic approach to assessment of client need, referring or signposting to partners and other quality marked services, as appropriate.
3. Monitor the level and range of casework undertaken to ensure an effective and high quality service is being offered to clients.
4. Develop and build close working relationships with the other areas of the service to facilitate referrals.

ADMINISTRATION AND SYSTEMS

1. Work within the criteria and guidelines for the Advice Quality Standard (AQS) and current internal procedural guidelines.

2. Work within the criteria and guidelines of Local Authority contracts and external partnerships within the Voluntary and Community Sector.
3. Be willing to work towards the self-supervisory requirements of the Advice Quality Standard
4. Produce written and verbal reports on the work of the service as required.
5. Manage own tasks, duties, workload and CPD in a professional and effective manner and to strict deadlines.
6. Keep accurate case records and maintain the confidentiality and security of client records.

GENERAL

1. Maintain confidentiality and security of records in line with GDPR procedures
2. Be responsible for keeping up to date with changes in legislation, policies and procedures, identifying own training and development needs and through discussion with Supervisor agree a personal development plan.
3. Develop and maintain good working relationships with clients, colleagues in the agencies and organization with whom you come into contact.
4. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
5. Promote the aims, values, policies, interests and wellbeing of the service and protect its integrity and reputation.

This job description is not exhaustive and may be subject to change from time to time following consultation with the post holder.

In times of staff/volunteer shortage due to annual leave, sickness or undue pressure of work, the post holder will be expected to assist and support colleagues as appropriate.

Signature: _____

Name: _____

Date: _____