

**JOB DESCRIPTION**

**Job Title:** **Caseworker**

12-month fixed term contract, possibility for extension

subject to funding

**Job Purpose:** To deliver a confidential, high-quality Information and Advice Service for older people throughout Carlisle and Eden.

**Responsible to** Services Manager and ultimately CEO of Age UK Carlisle and Eden.

**Location:** Based at 20 Spencer Street in Carlisle and working in the Carlisle district.

**Hours:** 35 hours per week

**Salary:**  Starting at £20,020 per annum subject to experience.

**Mileage Rate:** Paid from base, 45p per mile

**Main Duties:**

1. To provide a high-quality Information and Advice service to individuals over 50 years of age through the Carlisle and Eden district.
2. To have a comprehensive understanding of services available in the geographical area within which they are working.
3. To establish good working relationships with Clients, and their Carers. Whilst always maintaining Professional Boundaries.
4. To offer a holistic approach to assessing and meeting Clients needs.
5. To work closely and maintain regular contact with partner agencies from the third and public sectors and keep abreast of developments across Statutory services.
6. To become proficient in the use of Compass, Client Recording Information System, ensuring all information is recorded to the highest standard and updated in a timely manner, in line with Quality Standards.
7. To manage your own caseload of Clients, with a diverse range of support.
8. To maintain an exceptional knowledge of Data Protection Legislation, ensuring data recording, management and document handling are consistent with required standards.
9. To observe Age UK Carlisle and Eden Confidentiality Policy and ensure that confidentiality is maintained throughout.

10. To actively promote the development and use of the Information and Advice service throughout Carlisle and Eden. Which may include presentations to local community groups.

11. To work closely with the Services Manager, Information and Advice Team Leader and other Caseworkers, seeking advice, guidance and support and contributing to the team.

12. To follow Age UK Carlisle and Eden’s Safeguarding Policy and Procedure and raise any concerns to the Services Manager or Chief Executive Officer.

13. To wear appropriate PPE, as required.

14. Such other duties, which may be required from time to time

**Person Specification**

Essential

1. Knowledge of the role of statutory and voluntary services.

2. knowledge of the welfare benefits system.

3. Experience of working within an Information

and Advice environment.

4. Knowledge and ability to source and retrieve information.

5. Basic IT skills.

6. Empathy with older people.

7. Good written and verbal presentation

skills.

8. Good team member.

9. Self- motivator.

10. Full driving licence and use of car.

Desirable

1. Experience of collaborating with people on a one-to-one basis.

2. Experience of monitoring and evaluation.

3. Experiencing of delivering information and advice.

4. Experience of working with or contributing to holistic assessments.

5. Experience of working, referring to other Organisations to meet the needs of Clients.

6. Case management experience.