

Job Description

Job Title	Case Officer
Job Purpose	Working within the designated work streams of Age UK South Cumbria in supporting individuals and families in their homes and local communities to help them retain their independence and exercise real choice in their lives.
Line Manager	Client Services Supervisor
Responsible to	Client Services Supervisor
Working with	Age UK South Cumbria staff and volunteers and developing close partnership working with statutory services, third sector organisations, carers and individuals in South Cumbria.
Responsible for	The delivery and recording of all assigned work streams. Ensuring that all activities comply with the established standards of delivery and the requirements of conduct as detailed in the employee handbook.
Hours worked	35 hours Monday to Friday 9am - 4.30pm (part-time may be considered)
Location	17 Finkle Street, Kendal. LA9 4AB

The post holder's main duties will include:

- ❖ To deliver services as defined by the workstreams assigned to you by your line manager, ensuring all established standards of delivery are maintained thereby providing quality information, advice, support and advocacy services.
- ❖ To travel across South Cumbria, usually within a set geographical area, to undertake home visits to older people to assess their needs effectively.
- ❖ To complete challenging, holistic and thorough casework to a high quality.
- ❖ To identify, through the use of a holistic 'Compass' assessment, any health, wellbeing, financial and social needs of an older person, over and above their initial presenting issue. These needs may vary in complexity and nature and include working with older people with mental health needs and self-neglect.
- ❖ To effectively assess risk and create, review and evaluate responsive and tailored action plans in conjunction with older people in order to successfully overcome barriers to independence and to reach their identified goals.
- ❖ To communicate effectively with older people, their families and carers, through the use of guided conversations and appropriate questioning techniques.
- ❖ To be able to work efficiently under pressure, manage a significant caseload and prioritise tasks accordingly through effective time management.

- ❖ To have a good understanding of the Welfare Benefit system and the benefit application process, including guiding clients through benefit reconsiderations and the appeal process.
- ❖ To have a good awareness of older people's mobility requirements in order to assess suitability of relevant aids and adaptations, advise accordingly and signpost as necessary, to ensure the safety of clients within their home environment.
- ❖ To demonstrate a clear understanding of energy awareness, fuel debt and fuel poverty. To help provide older people with comprehensive advice and support regarding energy efficiency
- ❖ To have a comprehensive awareness of local statutory, voluntary and community support services, and effectively refer into these services as appropriate to the needs of older people, as part of the identified action plan.
- ❖ To demonstrate an understanding of money management and to help provide older people with debt management support.
- ❖ To accurately create and maintain detailed records of all client casework, events and other activities in line with the established Age UK South Cumbria standards.
- ❖ To provide a high-quality and informative first point of contact telephone service for older people requesting support from the organisation through our local Helpline team.
- ❖ To engage in a continual process of skill development and self-guided learning.
- ❖ To provide flexible working options for Age UK South Cumbria by supporting the team in the delivery of other work streams, as and when needed or requested by your line manager.
- ❖ To assist with specific themed or seasonal initiatives as and when requested by your line manager, ensuring all project data is recorded and reports produced in the required timescales.
- ❖ To work effectively within the office environment, maintaining effective professional relationships and to actively participate in all delivery team and organisational discussions and meetings, providing operational information and perspectives on relevant topics.
- ❖ To actively support in relevant volunteer training and recruitment programs and ensure that all volunteers enjoy a safe, supported and enriching work experience.
- ❖ To have knowledge and experience of data protection policies and procedures and adhere to the Age UK data protection policy.
- ❖ To have knowledge of IT systems and knowledge of recording information effectively and to a high standard on existing IT system.
- ❖ To be aware of document handling and recording documents to existing standards and guidelines.

- ❖ To have knowledge of Health and Safety procedures and always adhere to Age UK South Cumbria's Health and Safety policy.
- ❖ To support the process of working together by ensuring that all other officers are appraised of any initiatives or events that may impact on their work streams or provide alternative delivery or promotional opportunities.
- ❖ To actively participate in the process of "supervision", the frequency of which will be set by your line manager.

Salary:

£24,897 - £28,446 per annum, pro rata. There are five weeks paid holiday per year, increasing to six weeks after 5 years' service, plus public holidays and an additional birthday day off. A health benefit scheme is available for staff after completing a probationary period of six months, and a pension scheme is available after two months' service. Parking permits for parking next to the office are also paid for this position.