

Job Description

Job Title	Case Officer
Job Purpose	Working within the designated work streams of Age UK South Lakeland 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 Manager
Responsible to	Senior Case Management Officer, who will allocate and supervise casework
Working with	Age UK South Lakeland staff and volunteers and developing close partnership working with statutory services, third sector organisations, carers and individuals in South Lakeland.
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.
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 a quality information, advice, support and advocacy service.
- ❖ To engage in a process of skills development as detailed in your personal development plan.
- ❖ To complete sometimes challenging holistic case work to a high quality and accurately create and maintain records of all client casework, events and other activities in line with the established Age UK South Lakeland standards.
- ❖ To have a good understanding of the Welfare Benefit system and the benefit application process, including guiding clients through benefit reconsiderations, the appeal process and representing clients at appeal hearings as required.
- ❖ To identify through the Compass holistic assessment any health, wellbeing and social needs of an individual, these needs may vary in complexity, such as health, lifestyle choices and issues and social isolation. Others may have significant needs such as mental health issues and self-neglect.
- ❖ To have a good awareness of people's mobility requirements. To assess suitability of relevant aids and adaptations, advise accordingly and signpost as necessary, in order 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 people with comprehensive advice and support regarding energy efficiency.

- ❖ To demonstrate an understanding of money management and to help provide people with debt management support.
- ❖ To provide flexible working options for Age UK South Lakeland by supporting the team in the delivery of other work streams as and when needed or requested by your line manager.
- ❖ To assist on 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 adhere to Age UK South Lakeland's Health and Safety policy at all time.
- ❖ 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. Also to participate in the annual process of appraisals and review of your personal development plan.

Salary:

Scale 25 - 30 (£22,212 - £26,293) per annum. There are five weeks paid holiday per year, plus public holidays. A health benefit scheme and pension scheme is available for staff after completing a probationary period of three months.