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| **Learning Disability Caseworker  (Website Content and Advice)** |
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| **About the Team and the Role**   * Need to work outside of core working hours and at different locations when required to meet the needs of the service. ​ * Deliver end-to-end advice casework to people with a learning disability and the people that support them. * Manage a caseload of allocated client enquiries, ensuring prompt and accurate advice is delivered, actions are recorded, and service and organisational outcomes and targets are met. * Be responsible for your advice throughput, quality levels and continuous improvement, ensuring that you are available for 1:1's and monthly casework supervisions, and reflective of your own practice * Create and review advice resources situated on the Advice and Information Hub on the Mencap Website. * Work with colleagues to develop preventative advice packs. * Be a Subject Matter Expert in a nominated advice area, continually updating your knowledge and contributing to cross organisational work. * Deal with difficult or distressing calls in a calm and professional manner, following procedures and being mindful of your own wellbeing and that of others. * Identify and undertake safeguarding alerts, following up on these and challenging them if necessary. * Support our storytelling function through the gathering of case studies. * Communicate effectively, demonstrating an excellent standard of written and spoken English, an additional language is useful but not essential. * Expected to share knowledge and experience by offering training to the team and others including delivering presentations, workshops and webinars and representing the advice service at events. * Expected to give clear advice at casework level, including form filling sessions and advice using all of these methods: face-to-face, telephone, email or using Microsoft Teams. |

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| A group of pink circles on a black background  AI-generated content may be incorrect.**What you will bring to the role (Essentials)**   * Level 3 experience in giving advice or an equivalent relevant qualification in a specific advice area. * 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 for relevant meetings, and training opportunities * Emotional resilience and positivity. * Experience of delivering multi-channel advice to people with a learning disability, or other under-represented groups. * Experience of making decisions on your own and in a team * Experience of dealing confidently with complex cases including safeguarding. * Robust understanding of data protection and confidentiality * Experience using a CRM system, Drupal and Microsoft Teams. |

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| **A person and person posing for a picture  AI-generated content may be incorrect.**  **“This isn’t just a job - it’s a chance to help change the lives of people**  **with a learning disability and their families. If you’re passionate about  making a difference, join Mencap in building a more inclusive future.”** |

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| **Mencap and our Commitment to Safeguarding**  *Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.*  *Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.* |