

Learning Disability Caseworker – Health Enquiries

Hours: 37.5 hours (Full time) over 5 days per week.

Location: Home with occasional travel to Mencap offices and other events where necessary.

Contract: Fixed Term to 31.10.2027

Salary: £33,615 (1 FTE)



About the Team and the Role

- Lead and respond to enquiries about poor healthcare, avoidable deaths and health inequalities, carrying out follow-up casework and challenging Health Authorities such as Hospitals and ICB's or other parties where necessary.
- Advise on other areas such as Community Care, if needed.
- Confidently manage complex and high-risk enquiries, providing clear, end-to-end advice to people with a learning disability and those who support them.
- Deliver accurate, timely casework, maintaining high standards in advice quality, record-keeping, and compliance with service targets and organisational expectations.
- Apply strong knowledge of safeguarding legislation and practice across both adult and children's cases.
- Contribute to cross-organisational work, including producing the annual safeguarding analysis with accurate data and contextual understanding.

What you will bring to the role (Essentials)

- A strong commitment to improving the lives of people with a learning disability.
- Integrity, professionalism, and a positive, adaptable approach to a dynamic and busy environment.
- Confidence in delivering impactful, asset-based advice within an agreed framework.
- Willingness to travel and work flexibly when service needs require it.
- Emotional resilience, empathy, self-awareness and a supportive team mindset.
- Experience of delivering multi-channel advice to people with a learning disability or other under-represented groups.
- Professional experience in advice-giving and decision-making.
- Experience handling complex cases, including safeguarding concerns.
- Strong understanding of data protection and confidentiality.
- Competence in using CRM systems, Microsoft Teams, and maintaining accurate case records.



“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.”



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

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.

The information and advice service requires you to join the DBS update service and will refund the annual fee for this.



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