

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

The Learning Disability Helpline (England) team is passionate about championing the rights of people with a learning disability.

We provide asset-based, person-centred advice that helps people and their families feel informed, confident and supported — by phone, email and face-to-face in their local communities.

We are a friendly team, offering a range of advice, including:

- Social care
- Mental Capacity
- Welfare Benefits
- Housing
- Access to Health
- Transition to Adulthood
- SEND

This role is an exciting opportunity to make a real difference. As a Learning Disability Caseworker, you will help people understand their options, take practical next steps and achieve positive outcomes that matter to them.

About 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 working with the Priority Enquiries caseworkers to produce the annual safeguarding analysis with accurate data and contextual understanding.
- Support the organisation's storytelling by gathering case studies, feedback and examples where appropriate.
- Share expertise by offering guidance, training and support to colleagues as required.
- Attend team meetings, calls, and training sessions to support collaboration and continuous improvement.
- Maintain awareness of your own wellbeing and promote a positive, resilient working culture within the team.
- Work primarily from home with the option to use Mencap sites; some travel, varied hours, and attendance at events may be required.
- Communicate to a high standard in written and spoken English; additional languages are beneficial but not essential.
- Work effectively with external organisations on individual cases
- Undertake non-priority casework during quieter periods.



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

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.”



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.



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