



Learning Disability Caseworker

Hours: 37.5 hours over 5 days per week

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

Contract: Permanent, Full Time

Salary: £33,615 (1 FTE)

About the Team and the Role

- Based in our Learning Disability Helpline for England, Caseworkers support people with a learning disability, family members, carers and supporters with casework across all areas of life that clients need support with. Caseworkers undertake duties across call handling and providing casework advice, delivering vital outcomes for our clients, such as securing benefits, social care support, housing, employment support, access to healthcare, cost of living support and safeguarding.
- Undertake rota duties across call handling and advice throughout the week, delivering end-to-end advice casework to people with a learning disability and the people that support them.
- Efficiently 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.

- Take responsibility for your advice throughput, quality levels and continuous improvement, ensuring that you are available for 1:1s, monthly clinical supervisions, and training opportunities.
- Take on a variety of casework enquiries and be a subject matter expert in areas such as Children and Young People, SEND support, Transitions and EHCP's up to, and including tribunal level. You will be continually updating your knowledge and contributing to cross organisational work.
- Deal with aggressive, 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.

What you will bring to the role (Essentials)

- A commitment to improving the lives of people with a learning disability
- The ability to communicate effectively, demonstrating an excellent standard of written and spoken English. An additional language is useful but not essential.
- Integrity and professionalism
- A focus on asset based, impact driven advice.
- 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
- Emotional resilience and positivity.

Your experience

- Experience of delivering multi-channel advice to people with a learning disability, or other under-represented groups.
- Knowledge of Social / Community Care and/or Health, including Mental Capacity, assessments, care charges, access to healthcare, health inequalities, and diagnosis.
- Experience of advice giving, professionally.
- 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 and Microsoft Teams.

More information about this role

- Team members are home based but can work from other Mencap sites, if needed.
- Work outside of core working hours and at different locations may be required to meet the needs of the service. Occasionally, this may mean overnight stays in hotels.



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

- Experience in delivering presentations and facilitating community-based events is necessary.
- Team members are expected to contribute to continuous improvement and keep a log of their CPD in addition to any mandatory Mencap training.



“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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