



## Learning Disability Caseworker

Funded by the National Lottery



This is a full time (37.5 hours a week), Fixed Term role until 30.09.2027

Salary: £33,615 per annum

### 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.

Colleagues are home based but have the opportunity to work from outreach venues and other Mencap sites.

## About the Role:

- Deliver end-to-end advice casework to people with a learning disability and the people that support them.
- Efficiently manage a caseload of incoming 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 1:1's and monthly casework supervisions.
- Create Preventative Advice packs to share with clients in a range of formats.
- 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.
- Work outside of core working hours and at different locations may be required to meet the needs of the service.
- Colleagues need to communicate effectively, demonstrating an excellent standard of written and spoken English, an additional language is useful but not essential.
- Colleagues will attend relevant meetings, and training opportunities
- Colleagues will be 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.
- You will be expected to give clear advice at casework level, including form filling sessions and advice either face to face, via telephone or email or using Microsoft Teams.
- This is a Fixed Term role, for 37.5 hours a week project funded by The National Lottery.



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:

- 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
- The ability to work collaboratively
- A focus on throughput and exceeding K.P.I.'s
- A flexible can-do attitude around working patterns and attendance at events when required.
- Emotional resilience and positivity.

## What are the essentials:

- Experience of delivering multi-channel advice to people with a learning disability, or other under-represented groups.
- 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.
- Experience in form filling
- Robust understanding of data protection and confidentiality
- Experience using a CRM system and Microsoft Teams.
- Ability to travel to, and work in, outreach locations.



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**“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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