



## Job Description

Job Title: **Housing & Welfare Rights Caseworker (Hospital)**  
Name of Project: Manchester Mind Advice Team  
Salary: £26,470 - £28,221 (pro rata) dependent on experience  
Responsible to: Advice Manager  
Working Hours: 24 hours per week

### Job Summary

To deliver a comprehensive, high quality welfare rights service to people with mental health needs who are in hospital and directly on discharge. The service will be delivered in a way that enables people to feel heard and to access their rights and entitlements, particularly with regard to weekly income, reducing debt and securing housing.

### General

1. To advise and advocate for people enabling them to maximise their benefits. To this end, the post-holder will represent people at reviews, appeals and tribunals when necessary.
2. To ensure that people who are in-patients have access to good quality advice with regard housing-related issues, welfare benefits and debt, particularly at admission or as soon as practicable and on discharge.
3. To provide reliable advice and information on housing-related issues, welfare benefits and other relevant issues, such as utilities and debt.
4. To build effective relationships with local housing services including non-statutory registered social landlords, providers of supported housing temporary accommodation and with hospital staff.
5. To remain up-to-date with legislation and case law relating to housing, homelessness and welfare benefits.
6. To provide people with appropriate support in order for them to identify and achieve educational and employment goals.
7. To signpost people to other professionals or agencies as appropriate.
8. To share information with other agencies as appropriate, and in accordance with Manchester Mind policies and procedures.
9. To effectively manage their own time, workload and resources.
10. To represent Manchester Mind at a variety of forums in Manchester relating to the duties of the post.
11. To continuously assess risks and report changes in risk assessments.
12. To ensure all interventions are captured on the Manchester Mind database.

### General Responsibilities

- Maintaining a professional and confidential approach to work at all times.
- Actively participating in regular supervision sessions and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with your manager.

- Contributing to the effective and efficient running of Manchester Mind by awareness of and compliance with policies and procedures, including Health and Safety.
- Ensuring data is managed in compliance with General Data Protection Regulations.
- Creating positive relationships and treating all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Mind's core aims and values, and adhering to equal opportunities and diversity statements and policies.
- Working outside normal office hours if required, to meet the needs of the service.
- Carrying out other duties as requested by the Chief Executive, Service Manager or Board of Trustees.

This job description may be subject to joint review from time to time between the post-holder and Manchester Mind, and as such is liable to amendment

## Person Specification

All essential unless stated.

### Knowledge and Experience

- Significant experience of delivering advice in welfare benefits, housing and debt.
- Experience of working collaboratively with people in a way that enables people to contribute.
- Experience of working with people with complex needs in a way which recognises their potential.
- Knowledge of key areas of social welfare law, e.g. welfare benefits, debt, housing.
- Knowledge of the impact of mental health issues on people's lives.
- Experience of representing people at first-tier social security tribunals.
- Experience of appealing to the Upper Tribunal. [DESIRABLE]
- Experience of working within an in-patient setting. [DESIRABLE]

### Skills and Personal Qualities

- Ability to manage a complex caseload, maintaining high quality standards at all times.
- Ability to work in an open way that is receptive to and appreciative of the skills and talents of everyone.
- Ability to develop kind relationships that lead to people feeling accepted and understood.
- Excellent IT skills, sufficient for effective electronic document management, for producing reports/presentations, and for monitoring purposes.
- Ability to communicate in a clear and meaningful way, which would support collaboration.
- Ability to work independently and with minimal supervision.
- Ability to work in a strengths-based way that recognises the potential for others and ourselves to develop, enabling resilience.

