



## Caseworker (for 15 to 20 year olds) - Job Description

<b>Title:</b>	Caseworker (for 15 to 20-year-olds)
<b>Salary:</b>	£26,999-£28,785 (pro rata) based on level of experience
<b>Hours:</b>	17.5 hours a week
<b>Base:</b>	Manchester Mind CYP Service 709 Stockport Road, Levenshulme
<b>Responsible to:</b>	Advice Team Manager Children and Young People
<b>Working with:</b>	Staff and volunteers from Manchester Mind Staff and volunteers, service users, and partner organisations

### Background and Purpose

We believe in the power of effective information and advice and that it can have a positive impact on mental health. Manchester Mind is committed to advice delivery as a way of ensuring people who are facing mental health difficulties have access to a service which will ensure that they have correct benefits in place (with advice from form filling to representation). We also believe in involving experts by experience in our work and developing volunteer roles so that we can reach more people and also benefit from the experiences volunteers bring with them.

To deliver a comprehensive, high quality Welfare Rights Service to young people aged 15 to 20 with mental health needs, to ensure they are able to access their rights and entitlements, particularly with regard to weekly income, reducing debt and securing housing. This post will include delivering advice alongside Casework Volunteers and providing guidance and support to these volunteers to ensure advice is provided correctly and in a way that achieves positive outcomes for young people.

### General Duties

1. To work alongside advice volunteers to deliver advice at a weekly drop-in, delivering information and then carrying out more complex pieces of advice through appointments.
2. To support young people to obtain their legal rights and entitlement's which gives a further path for development.
3. To signpost internally to Manchester Mind's services and externally to outside services.
4. Liaising with the Advice and Casework volunteers and delegating activities that help young people through processes that can have a negative impact on their mental health.
5. To administrate the advice service, including letters to referrers and referrals about advice given and services signposted to.
6. To liaise with other caseworkers within Manchester Mind and our partner organisations to identify successful strategies for improve the welfare and outcomes for young people within a context of evolving welfare reform.

7. To support young people to access other Manchester Mind services including Manchester Mind's services for young people (YASP), mentoring, counselling, training as well as encouraging volunteering and participation.
8. Advise young people on how to secure, or maintain, a tenancy. This will include helping young people to identify housing options that best meet their needs, including completing forms, internet searches and advocating on their behalf.
9. Advise and advocate for young people in enabling them to maximise their benefits. To this end, the post holder will support young people in their applications to benefits and will complete complex applications, reviews and appeals.
10. Provide young people with reliable advice and information on housing-related issues, welfare benefits and other relevant issues, such as utilities and debt.
11. Remain up-to-date with legislation and case law relating to housing, homelessness and welfare benefits as well as legislation affecting 15-25 year olds.
12. Provide support and guidance to Advice and Casework Volunteers to maintain regular drop-in sessions at Manchester Mind CYP service in order that advice and support are accessible.
13. Signpost young people to other professionals or agencies as appropriate.
14. Share information with other agencies as appropriate, and in accordance with Manchester Mind policies and procedures and General Data Protection Regulation (GDPR).
15. Build and sustain effective relationships with the young person and their carers/family, and other agencies.
16. Collaborate with the wider staff team to support with day to day operations at CYP
17. Effectively manage their own time, workload and resources.
18. Participate in team meetings and activities as required.
19. Maintain up to date and accurate records, including risk assessment, client information and case notes, in accordance with Manchester Mind policies.
20. Maintain and protect at all times the confidential nature of clinical information, whether written or given verbally, within the context of Manchester Mind's confidentiality policies.
21. Provide information for monitoring and performance measurement purposes as requested by the Manager.

## **Professional Responsibilities**

1. Ensure that their housing and welfare rights and the rights of children and young people knowledge is up to date.
2. Be responsible for their own personal and professional development, including undertaking management supervision along with an annual appraisal.
3. Attend appropriate training activities as agreed with the Manager of Services for Children and Young People.
4. Work within Manchester Mind's Casework Quality Standards, to ensure safe and quality practice.
5. Ensuring data is managed in compliance with General Data Protection Regulations
6. Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.
7. Participate in raising awareness of the rights and entitlements of children and young people with other statutory and non-statutory agencies.

# Caseworker (for 15 to 20-year-olds) - Person Specification

All person specification points are essential unless otherwise stated and are specific to this post.

## Knowledge and Experience

- Knowledge of the issues facing young people.
- Significant experience of delivering advice in welfare benefits, housing and debt, particularly around how young people access benefits and housing.
- Good knowledge of Legislation and policies relating to children and young people e.g. Children's Act, Leaving Care Act, Safeguarding etc.
- Experience of working collaboratively with people (particularly volunteers) in a way that enables people to contribute.
- Experience of representing people at first-tier social security tribunals.
- Experience of appealing to the Upper Tribunal. [DESIRABLE]
- Experience of working within a mental health/youth 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 builds kind relationships and 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.

