**Job Description**

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| **Project:** | **Building a Better Future** |
| **Post:** | **Caseworker / Family Champion Coordinator** |

**Job Purpose**:

To deliver high quality advice, guidance and support to Building a Better Future project beneficiaries. To recruit, train and coordinate volunteer Family Champions to provide ongoing support within their communities. The role will be based in Cwmbran but the Project will cover the Aneurin Bevan Health board area.

**Principal Responsibilities and Activities**:

* To recruit beneficiaries to the project
* To assess the needs of project beneficiaries ensuring that the project works for their priorities.
* To have a good knowledge and maintain up to date knowledge of relevant external agencies and being able to develop beneficial working relationships
* To work with other agencies as applicable to ensure that the beneficiaries needs are met by the best placed organisation
* To negotiate with statutory bodies on behalf of people affected by cancer, ensuring that people are supported through this process.
* To provide high quality, appropriate advice, guidance and support to beneficiaries
* To recruit, train, retain and coordinate family champions to extend the reach of the project into their communities
* Responsible for the maintenance of statistical information and accurate case records.
* Responsible for all administration and appropriate follow up in relation to benefits advice and the submission of claims.
* To ensure that the project is compliant with the Information Sharing protocols and that all personal data is effectively protected, handled and secured and complies with Data Protection Legislation
* Contribute to raising awareness of and enabling access to the Building a Better Future Project.

Salary: Actual £8,800 for 13hrs per week(hours may be increased due to late recruitment as a result of Covid and subject to individual negotiation).

Post funded until 31st January 2023

Closing date: 30.07.21

To apply please e mail [info@dapwales.org.uk](mailto:info@dapwales.org.uk) for an application pack, Return completed form either electronically or post to:

Disability Advice Project - Building a Better Future

Unit 9A, Avondale Business Park, Avondale Road

Cwmbran, NP44 1UG

**General**

**Values**

We work within a culture and environment that reflects the following values – Approachable, Integrity, Clear, Bold, Excellent

All employees are expected to demonstrate and reflect these values in their day to day activities.

**Health and Safety Requirements**

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable DAP to meet its own legal duties and to report any hazardous situations or defective equipment

**Equal Opportunities**

We are committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment for all roles and full support will be provided

**Safeguarding**

We take the Safeguarding and protecting of children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Safeguarding Lead

**Confidentiality**

Ensure that complete confidentiality is maintained at all times. All information relating to clients, participants, associates, staff etc. is processed in accordance with the Data Protection Act 2018

**Flexibility**

In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties which may result from changing circumstances, however which may not necessarily change the character or level of responsibility of the post

**Pensions**

DAP provides a workplace pension in line with statutory duty. We use NEST the pension provider set up by the government. Staff will be automatically enrolled or given the option to be enrolled dependent on their earnings

**Annual Leave**

All roles are entitled to the equivalent of 4 weeks annual leave plus 8 days statutory holidays and company leave during office closure over Christmas and New Year

**Person Specification**

**Caseworker / Family Champion Coordinator**

The following attributes represent the range of skills, abilities, knowledge and experiences relevant to this position. Applicants are expected to meet the attributes that have been identified as essential and will be shortlisted on the extent to which they meet these.

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| Attributes | Requirements | Essential(E)  Desirable(D) | Method of Evaluation/Testing |
| Qualifications/ Education/ Training | A Higher Education qualification and/or experience in delivering advice and guidance within a Welfare Rights setting | (E) | Original Qualification Certificates and Application Form |
| Knowledge and experience | Experience of delivering training  Experience in general advice and guidance  Demonstration of excellent communication, listening and checking skills. Ability to write clear and concise reports.  Demonstrated experience in effectively managing a caseload  Relevant experience in Welfare Rights advice and guidance to 1st tribunal level  Experience of multi-agency working  Experience of supervising Volunteers  Experience of working in the charity sector  Experience of working with volunteers  Experience in outreach activities  Demonstrates ability to voice complex issues in an accessible way. | (E)  (E)  (E)  (D)  (D)    (D)  (D)  (D)  (D)  (D)  (E) | Interview, application form, reference and selection process |
| Skills & Personal Qualities | Highly numerate with attention to detail  Excellent IT skills using a variety of packages such as Excel and Word  Organised, accurate and methodical with an ability to prioritise workload, work to tight deadlines and able to work on own initiative  Demonstrate a flexible approach to team work including task sharing  Excellent communication skills with the ability to work with a wide variety of personnel at all levels, both internal and external  Ability to work as part of a team. To build and maintain effective and supportive relationships with peers and partners  Able to demonstrate effective leadership qualities  The post holder will be aware of potentially diverse communities and positively committed to equality of access  The ability to communicate through the medium of Welsh | (E)  (E)  (E)  (D)  (D)  (D)  (D)  (D)  (D) | Interview, Application Form, Reference and selection process. |