



Position: - Case Worker

Job Title:	Case Worker
Hours:	Full time (Usually around 37 hours a week depending on case load)
Contract Type:	Permanent/Temporary
Salary:	Up to £36,000 depending on qualification and experience
Responsible to:	

Job Description:

We are currently recruiting for a Caseworker who will work with people to find solutions to their problems. This may be helping to protect vulnerable people from harm or abuse or supporting people to live independently. You'll work with clients, their families and others around them and with different client groups including:

- The elderly
- Children with disabilities
- Teenagers with mental health problems
- Young offenders
- Adults with learning disabilities, mental health problems or physical disabilities
- People with alcohol, drug or other substance misuse problems
- Refugees and asylum seekers
- Families at risk of breaking down
- Children who need to live apart from their families
- Foster carers and adopters
- Children who are at risk of abuse or neglect
- Carers

General Main Duties and Responsibilities:

One of your first tasks will be to study and assess the needs of your client, and their family where this is appropriate. Then you can help them to access the services, opportunities, resources and systems that will help them to progress.

This process could involve working alongside and coordinating:

- Child protective services
- Schools
- Hospitals
- Healthcare providers
- Helping service users apply for benefits and other financial assistance
- Enabling service users to access education and training opportunities
- Responding to emergency calls from first responders
- Giving service users access to medical and healthcare services
- Attending home visits for families, elderly individuals and others who need it
- Working with public and private organisations that provide rehabilitative services
- Observing client behaviour and identifying potential areas where human support can be provided
- Putting together treatment plans and consulting with healthcare professionals
- Collaborating with other public resources to get the best results for each client
- Developmentally disabled adults
- Working with children and families
- Individuals with substance abuse issues
- People with mental health issues
- Supporting victims of crime
- Supporting the elderly

Case Worker – Personal Specification

	Essential:	Desirable:
Qualification:	<ul style="list-style-type: none"> • 3 A levels or equivalent (such as) • BTEC, City and Guilds or Cambridge Technical Level 3 	
<ul style="list-style-type: none"> • Skills, Knowledge, Aptitude & Experience: 	<ul style="list-style-type: none"> • Excellent communication skills and the ability to impart information in a way that is accessible to their service users • Application of crisis intervention techniques and methods • Empathy and the ability to identify service users' areas of need • Excellent time management and organisational skills and the ability to manage their workload • Strong problem-solving skills • Resilience and the ability to maintain a professional approach even in difficult circumstances • Excellent critical thinking skills • The ability to write and deliver accurate and thorough reports • Listen carefully and empathise when necessary • Ask the right questions to find out about clients' needs • Gain the trust of people from all kinds of backgrounds • Be flexible and adaptable • Assess needs and circumstances • Communicate clearly, both orally and in writing • Gather, analyse and understand information • Be observant, read situations and identify problems • Be non-judgemental and avoid imposing solutions • Act quickly and calmly, e.g. If a child is at risk from abuse or neglect • Work through conflict sensitively and come up with effective solutions • Work well under pressure • Have a positive attitude when you are faced with difficulties • Make difficult decisions at times 	
Physical:	<ul style="list-style-type: none"> • Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995 • Ability to undertake manual work and to perform tasks 	

Personal Qualities:

As a Case Worker you will need to demonstrate the following qualities:

Approachable

- As social workers, you'll be working with a variety of different people. Whether you work across children's or adult services, it's imperative that you are viewed as an approachable person that your service users and their wider families can trust.

Dependable

- Due to the very nature of social work, you'll most likely be working with families or adults during a moment of crisis. Therefore, you will need to demonstrate dependability and show that you can be the 'rock' that they depend on.

Empathetic

- This is the most important characteristic of any case worker. Without empathy, it's impossible to understand exactly what the service user may have experienced. Being empathetic means that you can relate to the person; you can put yourself in their shoes and make yourself far more relatable.

Flexible

- Case worker is not a 9am - 5pm job role because you never know when a crisis could occur.

Good communicators

- At the heart of all good practice is good communication. After all, you will be dealing with a variety of agencies and partner organisations, with service users and their families, as well as working within a team.

Organised

- Good case workers are those who are exceptional organisers. Good organisation is about having the ability to compartmentalise tasks so that you're giving your full focus on whatever you are doing. With so many caseloads to work on at any one time, it's important that you can juggle a heavy workload to cope with the volume of cases.

Perceptive

- Perception goes hand in hand with communication. You will soon develop a 'sixth sense' or a 'gut instinct' for when something seems wrong, in order to establish the best course of action to deal with the situation.

	Resilient <ul style="list-style-type: none">As a case worker, you will likely work on some emotional and even heart-breaking cases at different times. This would test even the strongest personality, and it is why resilience is so important. You will need to be able to pick yourself (and others up) when you are down and understand how to move on.	
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The setting is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. A full-enhanced Disclosure & Barring Service (DBS) and a pre employment health check will be obtained prior employment including satisfactory references checks.

You may contact us at:

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