

JOB DESCRIPTION

Job Title	Case Worker - Nottingham
Department	Services
Reporting to	Services Manager - Nottingham
Line Manages	N/A
DBS/BD/PVG:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If applicable - Level of check required	Enhanced with Barring
Location	Homebased in the Nottingham area

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Our EDI Principles are that we will:

- proactively challenge ageism and all other forms of discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.
- develop our leaders so that they can act as role models and champions to our staff so they can embrace these principles and apply them in their work.
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery.
- commit to setting minimum target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

Job Purpose

To encourage older people to reconnect to life, motivating them to connect with their interests and activities and build new friendships, working together to create personalised plans. With the help of volunteers supporting people to build confidence where needed, recognising vulnerabilities while acknowledging their skills and strengths. Also, to build relationships with local partners and identify opportunities to develop community links.

Key Responsibilities

- During an initial home visit use a conversational 'Getting to Know You' assessment to better understand service user circumstances and what matters to them, working with them to build a personalised plan based on their interests
 - For around 6 months provide direct assistance which may include a range of practical and emotional support in person or over the phone, signposting and helping access activities, interests and new friendships
 - Use professional judgement to identify whether each person can be appropriately supported by a volunteer, whether you will provide support directly or supported to be signposted to a different service
 - Work alongside the Volunteer Coordinator to facilitate volunteer matches
 - Offer advice and guidance to the Volunteer Coordinator on the matches they support, working with the central Volunteering Team where necessary
 - Develop and maintain ongoing relationships with community partners and work alongside local key professionals where required
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- Support the ongoing monitoring and evaluation of our services
 - Maintain accurate and timely online database entries and updates

General Responsibilities

- Undertake any other duties appropriate with the level of the role
- Have fun and challenge yourself at work, model the charity's values and abide by our

policies and practices

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Support the organisational fundraising effort by promoting fundraising where relevant
- Share in our commitment to safeguarding adults at risk of harm
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy

PERSON SPECIFICATION

- Experience of:
 - providing services to people with varied or complex support needs (either through work or personal capacity) or supported older people
 - Caseload management, for instance as a Support Worker, Link Worker, Housing worker or similar position.
- Have existing networks and relationships with community partners and agencies in the area.
- Have a positive, creative, resilient and flexible approach.
- Have coaching and active listening skills to make sure that the people supported are heard, inspired, motivated and engaged in working towards their goals.
- Ability to build relationships with participants and their families and also community partners, and health and care teams.
- Committed to service excellence ensuring that the people supported are at the heart of what we do.
- Be self-sufficient, with good time management skills and the ability to balance multiple priorities and responsibilities and troubleshoot to find solutions to challenges
- Able to collaborate effectively within a team while working in a largely remote setting
- Have good administrative and data input skills as well as accurate record keeping
- Have good IT skills e.g. databases, Microsoft Office packages and social media
- Able to work flexibly including some evenings and weekends
- Own a vehicle and hold a clean driving licence

An Enhanced DBS (Disclosure and Barring Service) check will be required for this role.