



Comisiynydd Pobl Hŷn Cymru

Older People's Commissioner for Wales

JOB DESCRIPTION

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| Post Title: | Advice and Support Caseworker |
| Salary: | £21,800 to £26,450 |
| Responsible to: | Safeguarding and Access to Justice Lead |
| Contract Type | 2 year fixed term Full Time (37 hours per week) or Part Time (4 days a week) |
| Annual Leave | 31 days plus 10 public and privilege holidays (pro rata if part time) |
| Pension Scheme | Principal Civil Service Pension Scheme |
| DBS Required Level | Disclosure and Barring Service Enhanced check |
| Location: | Based in Cardiff |

ROLE OVERVIEW

The Advice and Support Caseworker is responsible for supporting the Senior Caseworkers to ensure that there is the delivery of an outstanding casework service which achieves positive outcomes for older people and their families in Wales.

The post holder will provide advice and support to older people and their families over the phone, and via email and letter, in a sensitive and professional manner, on a range of health, care, housing and other issues.

The post holder will use the Case Management System (Workpro) to ensure that all records of casework are kept up to date, are accurate, securely stored, and comply with the Commissioner's information management policies.

PURPOSE OF ROLE

- To support the Senior Caseworkers to ensure that there is the delivery of an outstanding casework service which achieves positive outcomes for older people and their families in Wales.
- To provide appropriate information, advice, guidance and support to older people and their families over the phone, and via email and letter, in a sensitive and professional manner on a range of health, care, housing and other issues.
- To draft correspondence to public bodies from the Commissioner on behalf of older people and their families.
- To provide an efficient, courteous, informative and responsive service to older people.
- To ensure records of casework are kept up to date, are accurate, securely stored and comply with the Commissioner's Information Management policies, using the information management system Workpro.
- To comply with set procedures, standards and principles to ensure the delivery of a highly effective, professional and compassionate outcome focussed casework service in accordance with the Commissioner for Older People (Wales) Act 2006 and national advice standards.
- To participate in the development of a bank of case studies to demonstrate the reach and impact of work carried out by the Commissioner's Caseworkers.
- To prepare and actively participate in 1:1's with the Line Manager and undertake an individual personal development plan to develop knowledge, experience and skills to deal with a range of enquiries.

General duties common to all Job Descriptions

- To demonstrate a commitment to human rights, equality and diversity across all protected characteristics.
- To work in close co-operation with other members of staff and actively contribute to internal meetings and working groups.
- To represent the Commissioner positively and professionally at all times.
- To participate in engagement opportunities with older people, to keep in touch with older people's issues, concerns and ideas to inform our work and how we carry it out.
- To ensure that work complies with the Commissioner's statutory duties, internal control procedures, reporting formats and policies e.g. financial procedures, GDPR, publication scheme, equality scheme, information management procedures, Welsh Language Standards, and safeguarding policies and procedures.
- To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required.

THE CONTENTS OF THIS DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

PERSON SPECIFICATION – Advice and Support Caseworker

| Attributes | Essential | Desirable |
|-----------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> • A degree or professional level qualification or equivalent relevant work experience | |
| Experience | <ul style="list-style-type: none"> • Experience of providing advice and support on a range of topics to people • Experience of producing correspondence to achieve positive outcomes for people | <ul style="list-style-type: none"> • Experience of working with older people • Experience of working with agencies delivering advice and support to older people • Experience of working with Case Management software |
| Knowledge | <ul style="list-style-type: none"> • Understanding of the issues that affect older people in Wales • Understanding of the role and remit of the Older People's Commissioner • Understanding of data protection principles and confidentiality procedures | <ul style="list-style-type: none"> • Understanding of POVA procedures |
| Skills | <ul style="list-style-type: none"> • Highly literate with excellent written and oral communication skills • The ability to communicate competently in Welsh with members of the public on the telephone • Ability to deal with difficult or challenging behaviours and viewpoints, demonstrating sensitivity • The ability to present complex information at an appropriate level • Excellent organisational skills with the ability to multi-task and work to tight deadlines • Excellent IT skills and ability to use a range of IT packages | |