



Registered Charity No: 299805

HEADWAY GLOUCESTERSHIRE

Headway House
Great Western Road
Gloucester
GL1 3EP

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Website: www.headwaygloucestershire.org.uk

Community Links Caseworker

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| Salary | £24,781.30 - £28,500 (dependent on experience) |
| Based at | Headway House, Gloucester |
| Hours | Full Time (37.5hrs) and Part Time |
| Contract | 12 month fixed term subject to annual renewal |
| Line Manager | Headway Manager |

Main Objectives

To provide professional, impartial, enabling and outcome focused support, information and advice to survivors of acquired brain injury. To build a network of community participation opportunities for survivors of acquired brain injury across each of the six districts of Gloucestershire and prepare and support their take up.

Key Responsibilities

Support and Advice Work

- Offer information, guidance, support and advice to survivors of acquired brain injury and their families in Gloucestershire.
- To work with a broad range of other relevant agencies to ensure that survivors and their families are able to access appropriate services.
- Make representation on behalf of clients to a variety of external agencies and authorities with their consent to help resolve complex issues.
- Work with clients to enable them to set up ongoing strategies to manage the administration of their paperwork.
- Undertake needs and risk assessments and all monitoring as required.
- To work within Headway Gloucestershire's core care standards and contribute to the development and monitoring of individual goal plans for clients.

External Relationship Building/Multi Agency Development Work

- To identify suitable partner agencies with the potential to offer opportunities for community based activities for survivors and capture their profiles in a database.
- To develop, maintain and coordinate effective working relationships between Headway and partner agencies to enable survivors to access and maintain participation opportunities.
- To provide specialist support and training to partner agencies.
- To raise awareness about Headway throughout Gloucestershire.

General

- To assist in keeping Headway House in a suitable state of order.
- To adhere to Headway Gloucestershire's policies and practices.
- Undertake all necessary monitoring and contribute to and participate in effective team working.
- Maintain case records on the electronic management system.
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Diversity

- To adhere to Headway Gloucestershire's equality and diversity framework.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.

PERSON SPECIFICATION

| What is Headway Gloucestershire looking for? | | How will we check if you have it? | |
|--|---|-----------------------------------|-----------|
| | | Application Form | Interview |
| Knowledge, Skills and Experience | | | |
| 1. | Knowledge about the causes of acquired brain injury and the issues that survivors face | ✓ | ✓ |
| 2. | At least 12 months experience of advising vulnerable clients and working impartially and confidentially. | ✓ | ✓ |
| 3. | Experience of negotiating with statutory and non-statutory service providers on behalf of service users. | ✓ | ✓ |
| 4. | Knowledge and experience about working within a safeguarding framework | ✓ | ✓ |
| 5. | Experience of working in a community setting | ✓ | ✓ |
| 6. | Full, clean driving licence and use of a car | ✓ | ✓ |
| Competencies | | | |
| | Person Centred Approach:- <ul style="list-style-type: none"> • Demonstrates a commitment to participation and involvement of service users. • Works within established professional boundaries and responds to individual needs. • Actively ensures adults and children are safeguarded from harm. • Manages confidential information appropriately and shows regard for sensitive, personal information. • Considers health and safety needs for every activity, following policies and procedures accurately. | ✓ | ✓ |
| | Personal Development and Effectiveness:- <ul style="list-style-type: none"> • Is punctual in work. • Maintains accurate client records and produces additional information as required. • Demonstrates commitment to working towards shared goals. • Monitors, manages and undertakes multiple tasks | ✓ | ✓ |

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| | Specialist Knowledge and Application:- <ul style="list-style-type: none">• Demonstrates procedures, policies and requirements are applied appropriately.• Demonstrates thorough job related knowledge and expertise and strives to develop new areas of expertise. |  |  |
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