



UK Education & Faith Foundation  
**Crisis Support Caseworker**

<b>Contract Type:</b>	Part Time
<b>Duration:</b>	2 years including 6 month probationary period
<b>Salary:</b>	£10.42 per hour
<b>Hours:</b>	20 hours per week over 4 days
<b>Based:</b>	UKeff Shop & Offices, 72 Yorkshire Street, Oldham, OL1 1SR
<b>Closing date:</b>	9am 27 <sup>th</sup> March 2023
<b>Start date:</b>	Immediate start available
<b>Interview Dates:</b>	TBC
<b>Application:</b>	By way of CV and covering letter to include full details of education, employment & experience and how you meet the selection criteria. Please detail the reasons for any gaps in your CV. Email to <a href="mailto:jobs@ukeff.org.uk">jobs@ukeff.org.uk</a>
<b>Post:</b>	Subject to satisfactory references and DBS checks as per our safeguarding policy

*This post it is only open to female applicants and is exempt under Schedule 9 Part 1 of the Equality Act 2010.*

**Job Purpose**

To provide a comprehensive, high quality service to users of the charity UKeff (UK Education & Faith Foundation) from initial referral to case closure. To work sympathetically with service users who are facing a crisis situation due to being vulnerable, facing food or fuel poverty, or at risk of becoming homeless.

Work will include but is not limited to crisis support, advising service users about entitlement to benefits, assisting with applications, debt advice, money management, food and financial support assessments. To assist refugee and asylum seekers, those fleeing domestic abuse, those facing no recourse to public funds, homelessness and signposting or making referrals to specialist organisations.

To eliminate the immediate crisis situation and offer short term support.

**Key Tasks**

To assist with applications, assess initial crisis situation, gather evidence, identify possible options as needed and supporting users through the assessment process, whilst encouraging and empowering them to make their own decisions about the best course of action.

To provide face to face advice/outreach sessions at the UKeff Offices, and other venues from time to time.

To mediate and negotiate with appropriate agencies on service user's behalf, for example, by writing letters, making phone calls or attending meetings, to include advocacy if needed, to address the crisis situation at hand.

To refer residents to other sources of help, for example, personal budgeting support, solicitors, social workers or voluntary sector agencies.

To liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services and meaningful community engagement for service users.

To ensure impartiality and confidentiality when dealing with service users. To maintain confidential case records for the purposes of information retrieval, report preparation and statistical monitoring for the service.

To uphold and implement policies and procedures of UKeff including customer care, data protection, equalities and health and safety.

To recognise and appropriately act upon safe guarding concerns.

This is not an exhaustive list of your duties and outlines the general ways in which it is expected you will meet the overall requirements of this post.

## PERSON SPECIFICATION: Crisis Support Case Worker

	<b>Selection criteria (Essential)</b>	<b>Selection criteria (Desirable)</b>	<b>How Assessed</b>
<b>Education &amp; Qualifications</b>	<p>Educated to a minimum of 5 GCSEs including Maths and English, or equivalent.</p> <p>Ongoing commitment to self-development.</p>	A Levels or equivalent.	A/I
<b>Experience</b>	<p>Some experience of assisting a vulnerable person (including family member) or having lived experience of benefits system or crisis situations.</p> <p>Some experience of handling difficult and challenging conversations verbally or through written communications.</p> <p>Experience of identifying and signposting alternative solutions.</p> <p>Experience of working with a range of administrative tools for time management.</p> <p>Experience of assisting individuals particularly those whose first language is not English.</p>	<p>At least 1-2 years experience of working in a social benefits or 3<sup>rd</sup> sector environment supporting people with welfare benefits advice/ debt advice, domestic abuse advice or supporting asylum seekers and refugees.</p> <p>Experience of debt and money management.</p> <p>Experience of working with asylum seekers and refugees. Understanding the asylum process and supporting those who are no recourse to public funds.</p> <p>Experience of working with homeless people.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>Skills and Abilities</b>	<p>Bangla/Urdu/Arabic/Farsi speaker – minimum basic level.</p> <p>Excellent literacy and numeracy skills.</p> <p>Excellent interpersonal skills, with an ability to deal with issues in a tactful, impartial and sensitive manner.</p> <p>Excellent organisational skills, to ensure completion of necessary tasks to meet deadlines.</p> <p>Ability to work effectively without direct supervision.</p> <p>Ability to use IT applications in relation to the requirements of the post with strong skills in using MS Office applications, such as Word, Excel, PowerPoint and Outlook.</p> <p>Ability to understand the need for and be committed to equality and diversity, customer care, social inclusion and value for money.</p>	<p>Advanced language skills, multi-lingual.</p> <p>Experience of assessing the risks and needs of vulnerable people who are vulnerable and present with low level needs.</p> <p>Teamwork skills to ensure the work is consistently completed to service quality standards, ensuring deadlines are achieved and learning opportunities are shared across the team.</p> <p>Ability to demonstrate commitment and personal responsibility for continuing professional development.</p>	<p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	Must hold a valid UK driving licence.	Have access to a vehicle.	A/I
<b>Knowledge</b>	Good working knowledge of the statutory and voluntary agencies in the sector.	Understanding of the charity sector and how sadaqah and Zakat works.	A/I
	Understanding of money advice issues.	Knowledge of welfare benefits legislation and how the welfare benefit system operates.	A/I
	Knowledge of Data Protection law and its application.		A/I
<b>Work Circumstances</b>	Willing to work flexibly to meet the needs of the service.		A/I
	Willing on occasions to work outside normal hours and in different locations as directed by the requirements of the service.		A/I

### Key

<b>A</b>	<b>Application in the form of CV and Covering Letter</b>
<b>I</b>	<b>Interview</b>

- Candidates who do not demonstrate on their CV and the covering letter, the criteria assessed as essential at eligibility stage, may not be considered for short-listing.
- The desirable criteria will be considered at selection stage, but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.