



Caseworker Recruitment

Thank you for your interest in the post of Caseworker at Charity Link.

CVs should be received by us no later than Midday on Friday 13th January 2023, and can either be posted to the address below, marked "Private & Confidential", for the attention of the Chief Executive Officer, or emailed to susan.mceniff@charity-link.org.

We intend to interview for the post, week commencing 23rd January 2023. If you will be unavailable for interview during this week, I should be grateful if you could advise us of this when you submit your application.

Should you be shortlisted, interviews will take around 40 minutes and will be followed by a short-written test lasting 30 minutes.

If you would like to find out more about the role advertised before applying, please contact Rachel Walsh (rachel.walsh@charity-link.org).

Yours sincerely

Susan McEniff

Chief Executive Officer

CHARITY LINK - JOB DESCRIPTION

CASEWORKER (CHARITABLE GRANT AID SERVICE)

Job Title:	Caseworker	Department:	Casework Department
Reports to:	Operations Manager	Responsible for:	None

1. Purpose of Job

- 1.1 To provide help to people in need by:
 - 1.2 Ensuring the efficient assessment of applications
 - 1.3 Identifying and making appropriate applications to relevant organisations, or individuals
 - 1.4 Allocating funds awarded in accordance with the aims and objectives of the donor and in accordance with the principles of transparency and good management practice

2. Main Responsibilities

- 2.1 To provide an efficient casework service for applicants requesting help from Charity Link
- 2.2 To ensure that all appropriate statutory sources of help have been explored before making an approach to appropriate benevolent and charitable funds
- 2.3 To ensure that all applicants are dealt with equally and in accordance with the organisations equal opportunities and diversity policies
- 2.4 To liaise with the referring agency and/or the applicant direct to ensure that all the necessary information has been gathered so that they receive the maximum help available
- 2.5 To seek out and apply to appropriate sources of benevolent and charitable funds
- 2.6 To signpost and refer applicants to statutory agencies and other bodies that can provide help appropriate to their needs
- 2.7 To participate in appropriate local professional forums relating to the work of Charity Link and other promotional activities, including presentations about the service where appropriate
- 2.8 To record and report as required by using both manual and computer systems
- 2.9 To process applications in accordance with the principles of data protection and in accordance with Charity Link's confidentiality policy
- 2.10 To contribute to training programmes and the development of publicity materials as necessary
- 2.11 To contribute towards the development of the organisation and in particular to the expansion of Charity Link's services.

3. Key Activities

Applications

- 3.1 Assess applications fully so that all the necessary information is available to make appropriate applications for charitable funds
- 3.2 Seek out and apply to appropriate benevolent and charitable funds on the applicant's behalf
- 3.3 To provide appropriate support to the applicant throughout the process
- 3.4 To control and maintain a casework load as required

Communication

- 3.5 To participate and contribute to team meetings or any other meeting as necessary
- 3.6 Where appropriate, interview applicants at their home to assess their needs
- 3.7 To liaise and maintain a good working relationship with benevolent and charitable funds

CHARITY LINK - JOB DESCRIPTION

CASEWORKER (CHARITABLE GRANT AID SERVICE)

- 3.8 To liaise and maintain a working relationship with referring agencies, health and social care professionals in the area, both statutory and voluntary
- 3.9 To write clear concise reports making action notes and recommendations
- 3.10 Prepare and deliver presentation on the charitable grant aid service to referring agencies and other stakeholders
- 3.11 To participate in promotional activities and fundraising events as required

Financial

- 3.12 To ensure that monies held on the applicants' behalf are expended appropriately and as per the wishes of the donor, and if for whatever reason this is not possible then the monies must be returned to the donor

Information

- 3.13 To contribute and to assist with the production of any publicity material
- 3.14 To promote the service with local organisations as agreed with the Operations Manager
- 3.15 To receive training from elsewhere as agreed with the Operations Manager
- 3.16 To keep abreast of the changing legislation relating to health care, social care and welfare benefits

4. Skills/Attributes

- 4.1 Excellent communication skills (essential)
- 4.2 Excellent administration skills with strong attention to detail (essential)
- 4.3 Ability to accurately and concisely produce written reports (essential)
- 4.4 Ability to liaise sensitively with a broad range of applicants who are often vulnerable and experiencing difficult situations (essential)
- 4.5 Ability to liaise effectively with a range of individuals and agencies in private, public, voluntary sectors and governmental departments (essential)
- 4.6 Ability to achieve targets and work to tight deadlines (essential)
- 4.7 Ability to work within strict guidelines (essential)
- 4.8 Self-motivated, proactive and solutions focused
- 4.9 Excellent presentation/communication skills to generate awareness of the service to the wider community
- 4.10 Be able to work as part of a team
- 4.11 Flexible and willing to perform other tasks as assigned
- 4.12 Able to drive, have a full clean driving license and regular access to a vehicle (essential)
- 4.13 A good working knowledge of the statutory and voluntary sectors locally (desirable)

5. Qualifications

- 5.1 Familiarity with the internet and e-mail facilities (essential)
- 5.2 Familiarity with Word, Excel and Outlook software packages (essential)
- 5.3 Familiarity with other software, or equipment, necessary to the smooth operation of the organisation (desirable)
- 5.4 General knowledge of the various welfare benefits available to individuals and families (essential)
- 5.5 Knowledge of benevolent and charitable funds to support vulnerable people (desirable)

Charity Link - Caseworker (Charitable Grant Aid Service)

Essentials and Desirables

Skills/Attributes

- Essential** Excellent communication skills
- Essential** Excellent administration skills with strong attention to detail
- Essential** Ability to accurately and concisely produce written reports
- Essential** Ability to liaise sensitively with a broad range of applicants who are often very vulnerable and experiencing difficult situations
- Essential** Ability to liaise effectively with a range of individuals and agencies in private, public, voluntary sectors and governmental departments
- Essential** Ability to achieve targets and work to tight deadlines
- Essential** Ability to work within strict guidelines
- Essential** Self-motivated, proactive and solutions focused
- Essential** Excellent presentation/communication skills to generate awareness of the service to the wider community
- Essential** Be able to work as part of a team
- Essential** Flexible and willing to perform other tasks as assigned
- Essential** Able to drive, have a full clean driving license and regular access to a vehicle

Qualifications

- Essential** Familiarity with the internet and e-mail facilities
- Essential** Familiarity with MS Word, Excel and Outlook software packages
- Desirable** Familiarity with other software, or equipment, necessary to the smooth operation of the organisation
- Desirable** General knowledge of the various welfare benefits available to individuals and families
- Desirable** Knowledge of benevolent and charitable funds to support vulnerable people
- Desirable** A good working knowledge of the statutory and voluntary sectors locally