

## Job Description

<b>Job Title:</b>	<b>Social Work Assistant</b>
<b>Reports to:</b>	<b>Senior Social Worker</b>
<b>Responsible for:</b>	<b>N/a</b>
<b>Location:</b>	<b>Mansfield – with regular travel to and from clients</b>
<b>Salary</b>	<b>£29,317 per annum</b>
<b>Grade</b>	<b>5</b>
<b>Hours</b>	<b>37.5 hours</b>
<b>Job type:</b>	<b>Fixed term contract for 12 months</b>

### Job Purpose

To provide a high quality, community based, advice and support services for former miners and their dependents who may be experiencing health issues, disability, financial or emotional issues. Working in former mining communities, the service is delivered predominantly on an individual basis within client's homes but may also include group work within community venues.

### Key Responsibilities

- To carry out high quality assessments of service users'/carers' needs in accordance with CISWO policies and procedures.
- To provide a range of interventions in response to the assessed needs of the client including welfare benefits advice, advocacy, emotional support and practical advice.
- To gather, analyse and record information in relation to service user assessment.
- To liaise with a variety of agencies to establish a range of networks of help, to address need.
- To utilise basic counselling skills and an appropriate professional supportive response to individual distress.
- To have a good working knowledge of welfare benefits, and associated legislation, to assist in income maximisation work with individuals.
- To ensure that referrals are actioned in accordance with CISWO policies and that priorities are effectively met for assessment and intervention.
- To utilise the organisation database to accurately record work undertaken and to enable analysis.
- To provide accurate written information and comprehensive reports, for internal and external communication in line with GDPR guidelines.
- To promote a positive approach towards CISWO, to service users and other professional agencies/partner organisations in facilitating shared working initiatives.

- To function in an efficient and flexible manner through effective team working, which involves offering support, co-operation and feedback to / from colleagues.
- To attend and participate in internal meetings.
- To take responsibility for learning and professional development, utilising the supervision policy, within a framework of changing organisational needs and requirements.
- To participate in local and national training and development opportunities, in co-operation with colleagues.
- To initiate and participate in changing work practices, as agreed, to ensure effective co-ordination of services and communications.
- Support marketing activities by contributing to the development of case studies, representing CISWO at community events, and assisting with the distribution of promotional materials in community settings.
- To undertake any other duties as are deemed appropriate and necessary to the post and delivery of the service.

### **Skills/Qualifications/Experience**

#### **Essential:**

- Experience of working in a social work/social care environment
- Experience of providing welfare benefits advice
- Experience of undertaking professional assessments, planning and providing interventions for service users
- Experience of working with older people and / or those with disabilities in a community setting
- Experience of working collaboratively with other agencies and professionals.
- Excellent knowledge of social care legislation and welfare benefits
- Excellent communication skills, both verbal and written
- Driving licence with own transport
- Good IT skills – experience of using databases and Microsoft packages
- Good organisational skills
- Good standard of education to GCSE – Minimum of Grade C in Maths and English
- Ability to prepare reports for both internal and external audiences
- Ability to empathise with service users

#### **Desirable:**

- Experience of Welfare Benefit Appeals
- Knowledge of issues facing former mining communities
- Experience of working in the charity sector
- Social Work Qualification

*This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work.*

*This job description may be subject to review and/ or amendment at any time to reflect the requirements of the job.*