**Bereavement Support Caseworker - Job Description**

**Role purpose**

To assist in providing an efficient and effective bereavement service providing bereavement support and practical advice in relation to welfare benefits, debt and housing. You will work as part of a team to ensure that clients are receiving the best support available to help them with any matters that arise out of bereavement. You will be required to provide advice through various service delivery points, including outreach locations working with public service partners such as the NHS.

**Hours:** 35 hours per week

**Accountability**: Senior Solicitor

**Salary:** LA Payscale 5/6 £22,183 - £26,511 p.a. +5% Pension Contribution (The post is initially for 12 months, additional future funding is being sought)

**Key work areas and tasks**

**General**

* Work within the Law Centre’s ethos and values, especially regarding equality and justice.
* Keep up to date with legislation, policies, campaigns and procedures relating to bereavement and undertake appropriate training and development courses.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
* Work to Key Performance Indicators as per quality standards.
* Work within health and safety guidelines sharing responsibility for own health and safety and that of colleagues.

**Casework**

* Provide advice that covers issues related to bereavement including welfare benefits, debt and housing and liaise with the internal team of Specialists in complex cases.
* Act where necessary by drafting or writing letters and producing written submissions for clients as appropriate.
* Negotiate and work with third parties.
* Ensure income maximisation through the take up of appropriate benefits, dealing with debts and supporting bereaved persons to find any other charitable support.
* Prepare a common financial statement and liaise with creditors to negotiate debt counselling/debt adjusting matters.
* Prepare paper submissions to the appropriate statutory bodies, tribunals and courts as appropriate.
* Assist with related problems where they are an integral part of the case and refer to other advisers or specialist suppliers as appropriate.
* Make outreach visits, where necessary.
* Provide advice and assistance to staff and volunteers across the bereavement service.
* Ensure that all casework conforms to the Office Manual.
* Maintain electronic case records for continuity of casework, information retrieval, statistical monitoring and report preparation.
* Ensure that all work conforms to the service's systems and procedures.

**Research**

* Assist with research work by providing information about clients’ issues and updating the bereavement information pack.
* Keep up to date with proposed changes to any issues related to bereavement and provide information to colleagues/partners on changes.
* Keep up to date with current campaigns affecting people living in the area we serve.

**Administration**

* Effectively utilise IT for statistical recording, monitoring, case recording and document production.
* Be responsible for own administration and reception duties if required.

**Bereavement Caseworker – Person Specification**

**Essential**

1. Extensive knowledge and experience of giving competent accurate advice including successful representation at tribunal for welfare benefit appeals.
2. Effective oral communication skills including being able to act compassionately to those who are recently bereaved.
3. Effective writing skills with particular emphasis on negotiating, preparing reviews, reports and correspondence.
4. Flexibility and willingness to work as part of a team.
5. Ability to monitor and maintain own standards.
6. Ability to administer and manage a varied caseload.
7. Ability to prioritise own work, meet key date deadlines and targets.

**Desirable**

1. An understanding of the issues affecting people who are bereaved in relation to debt, welfare benefits and housing.
2. Welfare rights, debt or housing caseworker experience
3. Understanding of and commitment to the aims and principles of the Law Centre and its procedures and policies.
4. Ability to effectively use IT in the provision of advice and the preparation of reports and submissions.
5. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.