



## Bosnia and Herzegovina Community Advice Centre

[www.bhcac.org.uk](http://www.bhcac.org.uk)

Registered Charity No. 1085815

# FREELANCE CASEWORKER

<b>Fee:</b>	<b>£20 per hour inclusive of Income Tax, NI &amp; Pension</b>
<b>Hours:</b>	<b>14 hours a week</b>
<b>Contract:</b>	<b>1 year, with possibility of extension</b>
<b>Responsible to:</b>	<b>Project Manager</b>
<b>Location:</b>	<b>Outreach at Harlesden Library, 49A Craven Park Road, London, NW10 8SE</b>

## About BHCAC

BHCAC was founded in 1997 to serve the most disadvantaged people from West Balkans (Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, Montenegro and Serbia) living in London. Today, the organisation serves disadvantaged people from all communities.

### **Our Purpose:**

To improve life for the most vulnerable and marginalised people and help them escape poverty

### **Our aims:**

- Provide high quality support services and be a model of best practice
- Promote collaboration between all Third Sector stakeholders

### **Our services include:**

- **Person – Centred support** service (Monday to Thursday) - including food and fuel vouchers.
- **Advice, Information and Casework** service (Monday to Thursday) to around 1200 beneficiaries a year on Welfare Benefit Rights, Housing, Health and Community Care issues.
- **Phone Advocacy services** - liaison with government organisations and specialist agencies to increase the beneficiaries' access to available support.
- **Outreach service** - Welfare Benefit Rights service for Brent residents at Harlesden and Willesden libraries (Brent Hubs) Tuesdays, Wednesdays and Thursdays. This provides 1 to 1 advice and support for socially and economically disadvantaged people. It is also delivered remotely.
- **Annual Training:** to understand the benefits system, focusing on prevention, raising awareness and developing solutions.
- **Annual Digital courses** (6-8 weeks) to address digital exclusion and develop life skills.
- **Annual Floristry Courses** (4-6 weeks) to develop new and creative skills.

- **Outdoor Activities (Spring and Summer):** encouraging older and disabled beneficiaries to increase physical activity with walking trips and exercise sessions.
- **Quarterly Newsletter:** providing news and information on community, health and welfare topics.
- **Social Club** (twice a week): promoting social interaction and well-being. Activities include lunches, talks, music, poetry, films, social games and competitions.
- **Volunteering Opportunities and Training:** providing beneficiaries with skills and knowledge in social and community care, increasing confidence and the chance to contribute to society.

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We are recruiting a freelance Caseworker to provide specialist advice and casework on complex welfare benefit rights issues. We are looking for an experienced welfare benefit rights adviser with a minimum of two years casework experience and thorough knowledge of welfare benefits and tax credits law. The post is for 14 hours per week, over period of one year with the possibility of extension. The post holder will be expected to work at our outreach location at Harlesden library, London Borough of Brent. Monday, Wednesday or Thursday are days that the post holder can choose to work 14 hours per week for us.

To apply for this role, please submit the following by email to [info@bhcac.org.uk](mailto:info@bhcac.org.uk):

1. A CV and Covering Letter outlining how you meet the person specification.
2. A completed Equal Opportunities Form.

**DEADLINE FOR APPLICATIONS: Friday 18<sup>th</sup> June 2021.**

Interviews will be held remotely week commencing 21 June 2021.

# Job Description

## Purpose of the Job

1. To provide specialist welfare benefits advice and casework services to Brent residents experiencing socio-economic disadvantage.
2. To ensure that services are delivered to the highest standard, are accessible, quality assured and achieve project targets.

## Duties and Responsibilities

### 1. Advice & Casework

- 1.1. To provide in-depth advice and casework on welfare benefits and tax credits law.
- 1.2. To follow up on cases with Mandatory Reconsiderations and written submissions to the First Tier Social Security Tribunal to ensure beneficiaries exercise their full rights.

### 2. Advocacy

- 2.1. To enable beneficiaries to represent themselves, where possible, or speak up on their behalf.
- 2.2. To increase access to other specialist agencies services and support with debt, housing and employment issues.
- 2.3. To represent the views, needs and rights of individual beneficiary on a formal and informal basis to others involved in their life.
- 2.4. To liaise with statutory organisations and voluntary groups as directed by the beneficiary.

### 3. Administration

- 3.1. Maintain detailed and accurate case records using AdvicePro case management system and other suitable computer data-base package, for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- 3.2. Provide case studies and statistical information on the nature of the cases for reporting purposes.
- 3.3. Ensure casework monitoring complies with BHCAC requirements for freelance work.

### 4. Confidentiality and Data Handling

- 4.1. Ensure that all sensitive data is adequately protected and handled in accordance with the organisation's confidentiality systems and procedures and in line with data protection regulations.

## **5. Working with Others**

- 5.1. Develop and maintain good working relationships with the team, sharing information and making a positive contribution in developing and maintaining BHCAC welfare benefit rights advice and advocacy services.
- 5.2. Develop and maintain good working relationships with BHCAC partners from statutory and voluntary sector and other stakeholders.

## **6. Public Relations and Liaison**

- 6.1. Promote the work of BHCAC locally as required.
- 6.2. Represent the organisation and attend relevant internal and external meetings as required by the Project Manager.

## **7. Professional Development**

- 7.1. To maintain an up to date knowledge of relevant changes in law and policy and undertake training as required.
- 7.2. Read the regular CPAG circulars and information items.
- 7.3. Attend and contribute to support and supervision sessions with Casework Supervisor and appraisal meetings with the Project Manager, to further own development.

## **8. Policies of the BHCAC Advice service**

- 8.1. The post holder must understand, and be committed to, the mission, values, principles and policies of BHCAC's advice service.
- 8.2. The post holder shall at all times have due regard for the mission, values, principles and policies of BHCAC's advice service, positively promote the same, protecting the integrity and reputation of BHCAC's service in the planning and execution of their duties.

## **9. Other Responsibilities**

- 9.1. Willingness to work in a way that contributes to a positive working environment for all staff and volunteers.
- 9.2. Willingness to abide by the Health and Safety guidelines of the organisation, having due regard for own health and safety, and the health and safety of others.
- 9.3. Willingness to carry out any other related tasks, as required by the Project Manager, which are compatible with the functions of the post.

## **LOCATION WHERE THE SERVICES ARE TO BE PERFORMED**

- Outreach location at Harlesden Library, 49A Craven Park Road, London, NW10 8SE (Monday, Wednesday or Thursday, between 10 am – 1 pm and 2 pm – 5 pm)

# Person Specification

Competency	Specification	Essential	Desirable
<b>Education</b>	Degree or equivalent in any discipline.		✓
	NVQ Advice and Guidance qualifications level 3.		✓
	A-levels or equivalent.	✓	
	GCSEs in English & Mathematics at A*-C.	✓	
<b>Experience</b>	At least two years of experience providing specialist level welfare benefits advice and casework.	✓	
	Experience of preparing submissions to appeal tribunals.	✓	
	Experience of supporting and/or supervising generalist benefit advisors.		✓
<b>Knowledge &amp; understanding</b>	A thorough knowledge of welfare benefits and tax credits law.	✓	
	Understanding of professional advice standards including concept of conflict of interest and client confidentiality.	✓	
	Good practical knowledge of IT systems for case recording, internet/emails, online resources.	✓	
<b>Skills &amp; Abilities</b>	The ability to prioritise tasks, to work towards project targets, meet deadlines and to manage time effectively under own initiative.	✓	
	Good interpersonal skills, including good communication skills both verbal and written.	✓	
	Good attention to detail, well organised and able to keep accurate and sufficient records.	✓	
<b>Values &amp; Attitude</b>	Honest and trustworthy.	✓	
	Positive, friendly, and hard-working.	✓	
	A commitment to client focused and holistic approaches to advice and casework services.	✓	
	A genuine commitment to equal opportunities and ability to incorporate this into all aspects of own work.	✓	
	Willingness to undertake an Enhanced DBS disclosure prior to job start.	✓	



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### Equal Opportunities Form

BHCAC is committed to not discriminating against anyone on the grounds of race, gender, class, disability, sexual orientation, caring responsibilities, age, political or religious belief. Monitoring enables us to see what is happening in practice, to assess the impact of our equalities policy and its implementation, to set any targets for improvements, and to measure progress. We rely on the following details to enable us to do this, and to make the exercise successful.

This form is anonymous and does not form part of your application to BHCAC or provision of service by BHCAC. The information provided will be treated in the strictest confidence and will only be used for the purposes of monitoring.

**You do not have to provide any of the monitoring information asked for, and you can do so by selecting prefer not to say.**

We will always store your personal details securely. We'll use them to provide the service that you have requested, and communicate with you in the way(s) that you have agreed to. Your data may also be used for analysis purposes, to help us provide the best service possible. For full details see our Privacy Notice, link: <https://e-voice.org.uk/bhcac/a/38020428-44939839> or contact us on 020 8459 4201.

#### Gender

Prefer not to say  Male  Female  Transgender

**Date of birth:** \_\_\_\_/\_\_\_\_/\_\_\_\_

Please leave it blank if you prefer not to say

**Nationality:** \_\_\_\_\_

Please leave it blank if you prefer not to say

#### Disability

**Are you disabled or do you have an impairment or medical condition? (Examples of a 'condition' may include impairment of senses, co-ordination, memory, mobility, learning, health or wellbeing.)**

Prefer not to say  Yes  No

#### Ethnicity

Prefer not to say	<input type="checkbox"/>	
White British	<input type="checkbox"/>	Asian Bangladeshi or British Bangladeshi <input type="checkbox"/>
White Irish	<input type="checkbox"/>	Chinese <input type="checkbox"/>
White Other	<input type="checkbox"/>	Other Asian Background <input type="checkbox"/>

- |                                      |                          |                                   |                          |
|--------------------------------------|--------------------------|-----------------------------------|--------------------------|
| Black Caribbean or British Caribbean | <input type="checkbox"/> | Mixed – White and Black Caribbean | <input type="checkbox"/> |
| Black African or British African     | <input type="checkbox"/> | Mixed – White and Black African   | <input type="checkbox"/> |
| Other Black background               | <input type="checkbox"/> | Mixed – White and Asian           | <input type="checkbox"/> |
| Asian Indian or British Indian       | <input type="checkbox"/> | Other mixed background            | <input type="checkbox"/> |
| Asian Pakistani or British Pakistani | <input type="checkbox"/> | Other ethnic background           | <input type="checkbox"/> |

**Faith**

- |                   |                          |             |                          |
|-------------------|--------------------------|-------------|--------------------------|
| Prefer not to say | <input type="checkbox"/> |             |                          |
| Christianity      | <input type="checkbox"/> | Hinduism    | <input type="checkbox"/> |
| Judaism           | <input type="checkbox"/> | Sikhism     | <input type="checkbox"/> |
| Islam             | <input type="checkbox"/> | Buddhism    | <input type="checkbox"/> |
| Other             | <input type="checkbox"/> | No Religion | <input type="checkbox"/> |

**Marital Status**

- |                           |                          |          |                          |
|---------------------------|--------------------------|----------|--------------------------|
| Prefer not to say         | <input type="checkbox"/> |          |                          |
| Single                    | <input type="checkbox"/> | Divorced | <input type="checkbox"/> |
| In a Relationship         | <input type="checkbox"/> | Widowed  | <input type="checkbox"/> |
| Married/Civil Partnership | <input type="checkbox"/> | Other    | <input type="checkbox"/> |

**Dependents and/or Caring Responsibilities**

**Is there anyone in your household who relies on you for care?**

- |                          |                          |                        |                          |
|--------------------------|--------------------------|------------------------|--------------------------|
| Children (under 4 years) | <input type="checkbox"/> | Children (11-16 years) | <input type="checkbox"/> |
| Children (5-10 years)    | <input type="checkbox"/> | Other family member    | <input type="checkbox"/> |

**Thank you for your time in completing this form. Please return it with your application.**