**A logo of a tree with colorful leaves

Description automatically generatedA logo with orange lines

Description automatically generatedDISABILITY NETWORK HOUNSLOW [DNH]**



**Star Centre, 63-65 Bell Road, Hounslow TW3 3NX**

Company limited by guarantee 04542527 Registered charity 1097010.

Phone **0208 577 0956** [answerphone]

CEO: John Seear: [ceo@disabilitynetworkhounslow.org](mailto:ceo@disabilitynetworkhounslow.org)

Senior Caseworker Ashi Dhillon: [Ashi@disabilitynetworkhounslow.org](mailto:Ashi@disabilitynetworkhounslow.org)

Website <https://tinyurl.com/dnh636518>

Facebook h[ttps://www.facebook.com/disabilitynetworkhounslow](https://www.facebook.com/disabilitynetworkhounslow)

**JOB DESCRIPTION: Community Worker [part-time]**

**Closing Date: noon on Tuesday 17 October**

**LOCATION:** DNH serves all parts of theLondon Borough of Hounslow. We are based in the Star Centre, Bell Road, TW3 3NX. Our Friday appointments, open to all, are in an office in Gurdwara Sri Guru Singh Sabha in Alice Way. We have a Star Centre office and use a shared meeting room.

**RESPONSIBLE TO:** Senior Caseworker, Ashi Dhillon.

# PURPOSE: To improve the lives of people with disabilities and carers by providing support, guidance and information, especially with completing applications and appeals for benefits, services and concessions.

# HOURS: 14 hours a week, to start as soon as possible, including 7 hours on Fridays, other hours flexible. 12 days annual leave plus bank holidays.

This is a temporary post, funded by London Borough of Hounslow’s hriving Communities Fund until 31st September 2024. DNH is continuing to apply for funding to extend the length, hours and scope of this post.

**PAY:** £18 per hour /£252 a week/£13,104 pa plus employer’s National Insurance and pension contributions, and work-related travel and other agreed expenses. We will provide a laptop.

**DBS AND REFERENCES** This post is subject to Adult Workforce Regulations, requiring an enhanced DBS check. Existing enhanced DBS checks will be accepted if completed within the last five years. Appointment is subject to references, DBS check and a one-month probationary period.

Because our casework includes older people of South Asian heritage, we would like to be able to appoint a worker able to communicate effectively with this client group in Punjabi, Urdu or Gujarati as well as in English. Fluency in other languages is also an advantage.

# DELIVERING SERVICES

-To provide impartial, unbiased and up-to-date information, support and guidance to clients by phone, post, email and in person.

-To answer emails, post and phone messages sent to the DNH office.

-To support the Senior Caseworker with her caseload and duties.

-To publicise our events, activities and services.

-To collect and record data to measure the effectiveness of our work.

-To develop and maintain client records.

-To produce timely and accurate reports.

-To obtain clients' consent to communicate on their behalf.

-To develop and maintain appropriate contacts in the local community

-To contribute to our communications with clients, members and the public, including our website, newsletter, Facebook and WhatsApp

-To use computers to compose, edit, send and receive documents.

-To suggest and contribute to the development of new projects such as groupwork and outreach

To assist with DNH events, including Culture & Diversity days in June 2024.

**QUALITY** To share responsibility for good health and safety practices, including participating in risk assessments, and reporting to line-management any matters of concern in line with DNH policies.

To observe data protection regulations for collecting, storing, using and sharing confidential information.

To report complaints, compliments and concerns to the senior caseworker. All safeguarding issues must be reported to Hounslow Adult Social Care.

**DEVELOPMENT** To undertake training and development activities as necessary and appropriate to the role.

# DELIVERING EQUALITY To foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.

-To promote the rights and needs of people who use DNH services.

-To work within the framework of DNH's equality and diversity policy.

**ACCESS** Our vacancies are open to people with disabilities and we do our best to make reasonable adjustments to accommodate members, visitors, volunteers and staff. Our rooms for meetings and casework have level access from the street. Our office in the Star Centre is upstairs, but we use the downstairs meeting room when it is not in use by other groups. The office in the Gurdwara also has level access. Both buildings have wide access toilets.

This job description covers the range of duties required. All job descriptions are subject to periodic review. It is DNH policy to, wherever possible, reach mutual agreement on changes, however if this is not possible, DNH reserves the right to change the job description in line with the needs of the organisation.

**PERSON SPECIFICATION FOR COMMUNITY WORKER**

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| **Must be able to demonstrate the following values;** |
| A commitment to client involvement and empowerment. |
| Promotion of equality of opportunity for people who have |
| experienced oppression and disadvantage. |
| Recognise and value all aspects of diversity. |
| Understanding of how those who use our services can be enabled to have greater opportunities to exercise their rights and challenge injustice. |
| **Experience**  At least two years working with adults seen as vulnerable, and/or appropriate personal experience of living with disabilities.  **Knowledge** |
| Knowledge and understanding of benefits, concessions and services for people with disabilities and how to access them. Knowledge and understanding of other local services, including health and housing.  **Skills and Abilities**  Able to work on own initiative as well as being an integral member of a team.  Able to establish and maintain constructive relationships with a wide range of people.  Able to empathise and communicate effectively with the people who use our services, often at times of great stress.  Able to respond flexibly to the needs of clients.  Able to communicate fluently with people whose first language is not English, as well as in English. Because of the wide range of communities living in Hounslow, ability to speak other languages is very relevant.  Able to maintain accurate client records.  Able to record own working hours and expenses.  Able to use a computer for reports, email and research and willing to extend digital skills as necessary. |