

Dear Applicant

Visiting Caseworker - Application Pack

Thank you for your interest in the post of Visiting Caseworker at Clergy Support Trust. This is an exciting time to be joining us as we embark on our new strategic plan for 2022-25. This follows a period of growth over the last few years, where we have tripled the number of clergy families helped. Due to this growth, we are seeking to recruit a brand new role to join our expanding team, providing support and guidance to our beneficiaries on the ground.

Our new grants policy, introduced in July 2019, aims to help current Anglican clergy and their families, as well as retired, former and separated and divorced spouses/partners, when they are in need. Our grants policy aims to help in the following areas:

- Financial support grants of up to £3,000 per clergy household per year.
- Emergency grants of up to £500 per clergy household for sudden, unexpected costs.
- Health grants where NHS treatment is unavailable or waiting lists are unreasonable.
- Wellbeing grants of a more preventative nature, such as for holidays and sabbaticals.
- Debt support for clergy families struggling with unsustainable levels of personal debt.

Working as part of a small but friendly staff team (14 staff), and within the grants & services team (currently 5 FTE staff, soon to be 7 FTE), the post holder will be responsible for visiting and supporting a smaller number of our most complex beneficiaries. As well as helping with our own grant and service support, the post holder will provide guidance and advocacy to maximise income (benefit claims, appeals, other charitable grants), support for those who are carers or living with long-term health conditions (physical and mental health), and help for those who maybe a safeguarding risk. Linking individuals to local support and referrals will also be essential in order to enable a true holistic approach to supporting our beneficiaries. Our charitable activities are focused on Anglican clergy and their families, so we are looking for casework professionals who are able to understand and empathise with the challenges of clergy life. We encourage applications from those of all religious beliefs and none.

Established in 1655, Clergy Support Trust is the largest and oldest charity supporting clergy and their families, with investment assets of over £130 million. In 2021 the charity gave out grants totalling £3.1 million to over 1,610 individual clergy households facing hardship or other difficulties. Our aim over the next few years is to expand our support further, especially on preventative support, including an information hub and more interactive online support.

Clergy Support Trust is an inclusive and supportive organisation. We warmly welcome applications from candidates of all backgrounds, and believe a diverse workforce leads to fresh ideas and creative thinking, as well as reflecting our diverse beneficiary base across the UK and Europe. If you are keen to join to small and friendly team where your decisions will positively impact clergy families, then we'd love to hear from you.

Sarah Crombie
Director of Charitable Services

Part 1: Summary job details

- Job title:** Visiting Caseworker
- Contract basis:** Full-time, permanent, (35 hours a week), subject to satisfactory completion of six-month probation period
- Reporting to:** Director of Charitable Services (DCS)
- Direct reports:** None
- Based:** For this role, the post holder will be home-based, visiting beneficiaries across the UK (travel expenses covered). Applicants should be car owners (with business use insurance cover) and/or located near main line railway station. Use of a dedicated home office will also be required.
- Some travel to the London office will be required, in line with business need; details will be discussed with candidates at interview.
- For all other staff members, we operate a ‘mixed-mode’ working model, where staff work both from home and from our spacious offices in Westminster.**
- Annual salary:** £35k - £40k, depending on experience

Part 2: Job description

As part of our ambitious plans, we seek two new Visiting Caseworkers, who will cover the UK between them. These brand new roles will report to the Director of Charitable Services and will each deal with an approximate caseload of 70-100 cases / visits per year. Central to the role will be supporting and advocating on behalf of vulnerable applicants, or those who are living in particularly complex or challenging situations. The job will be wide-ranging, and include elements of advocacy, support, income maximisation, mediation, partnership working and approving grants where appropriate, with the overall aim to reach long-term sustainable solutions for Anglican clergy and their families.

In particularly busy times, these roles will act as an overflow for grant applications, to support colleagues in the Grants & Services Team.

These new front-line roles offer a unique opportunity for dynamic, solution-focused, empathetic, casework professionals, in a small charity about to embark on its next three year strategy.

Part 2: Job description (continued)

Key responsibilities

Key responsibilities, working closely with the Director of Charitable Services, Senior Grants & Services Officer and the grants and services team, will include:

1. Receive referrals from new and existing beneficiaries via the grants team, for potential home visits
 - ➔ Assess and prioritise urgent cases on a weekly basis.
 - ➔ Prepare and familiarise applicant background from internal database and previous support provided.
 - ➔ Understand reason/s for referral and make initial contact with beneficiary, including initial telephone assessment if appropriate (ideally within two working days).
 - ➔ Confirm new referral eligibility (savings, property and proof of ministry).
 - ➔ Risk assess the suitability for a home visit.
 - ➔ Arrange potential home visit, or online meeting after initial contact.
 - ➔ Liaise with applicant to confirm date and time of home visit or meeting.
 - ➔ Arrange and book own travel arrangements.
 - ➔ Log confirmed visits on shared calendar and report when starting and completing a home visit.

2. Conduct home visit (or online meeting)
 - ➔ Provide thorough assessment of current situation, taking into consideration time available and wellbeing of the beneficiary.
 - ➔ Conduct general income maximisation check (welfare benefits, grants check etc).
 - ➔ Ensure all state benefits are applied for, giving assistance where needed, including mandatory reconsiderations, appeals and complaints.
 - ➔ Consider support for all members of the household.
 - ➔ Discuss and identify any safeguarding concerns within the household (for children and adults at risk) and any potential referrals required in order to provide extra support.
 - ➔ Gather information in order to create an action plan with the beneficiary and members of their household.
 - ➔ Assess and prioritise urgent actions during the meeting.

3. Develop an action plan with the beneficiary
 - ➔ Complete a brief written summary of visit and draft an action plan for possible areas of help and support with allocated responsibilities.
 - ➔ Prioritise urgent actions and agree responsibilities for each action with beneficiary, taking care and consideration not to overwhelm them.
 - ➔ Gain written consent from beneficiary to help advocate with other external parties in relation to their situation.
 - ➔ Liaise with other agencies (eg, DWP, Social Services, NHS, other charities, voluntary organisations, occupational benevolent funds, Dioceses, CofE Pensions Board etc.) where necessary.
 - ➔ Refer to our own partnership support services if appropriate (eg, CMCU, StepChange Debt Charity, Sleepstation, The OT Practice etc) for help and support.
 - ➔ Research and identify any local support groups, organisations, charities that may help applicants engage with local community, for longer-term support.
 - ➔ Consider and recommend most appropriate grant support through our own grants programme.
 - ➔ Advocate on behalf of the beneficiary (eg, complete internal and external applications, liaise with other external agencies, members of the Church where necessary).

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4. Follow-up
 - ➔ Manage and update action plans, while keeping in contact with beneficiary on a regular basis.
 - ➔ Encourage and empower beneficiaries to complete their actions and know when to step in as and when necessary.
 - ➔ Only in exceptional circumstances, consider a further home visit, if deemed appropriate.
 - ➔ Manage expectations of individual beneficiary by closing action plans and to encouraging further support from the Trust through the grants and services team in future.

5. Working closely with the Director of Charitable Services and the grants and services team
 - ➔ Work with Director of Charitable Services to set up policies and procedures that help support the Visiting Caseworker team and their role within the grants & services team.
 - ➔ Monitor number and patterns of internal referrals and feedback to Senior Grants Officer when referrals maybe too few or too many.
 - ➔ Keep a log of all income gained (successful benefits, appeals, grant applications per annum for impact measurement purposes).
 - ➔ Work flexibly to meet the changing demands of our beneficiaries and the charity.
 - ➔ Act as overflow grant support for the team, in particularly busy periods.

6. Other reasonable duties and projects commensurate with the post
 - ➔ Attend team and staff meetings raising any potential issues relating to beneficiaries.
 - ➔ Adhere to the charity's policies at all times.
 - ➔ Support colleagues with national and local events such as the Charity's Annual Festival and Annual Assembly.
 - ➔ Reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

Part 3: Person specification

Attribute	Essential	Desirable
<p>Experience, skills and abilities</p>	<p>Significant experience of supporting individuals or families with complex health and care needs, elderly, or vulnerable applicants, face-to-face, online and over the phone</p> <p>Full knowledge and experience of applying for welfare benefits, and of submitting appeals or complaints</p> <p>Experience of working alongside and liaising with other external agencies, charities and organisations</p> <p>Good problem solving and prioritisation skills and the ability to gently influence and persuade with a belief of empowering individuals</p> <p>Experience and knowledge of safeguarding, with the aptitude of knowing when to escalate concerns.</p> <p>Excellent communication skills (both written and oral) and attention to detail</p> <p>Ability to work in a methodical manner, prioritising and juggling numerous beneficiary needs</p> <p>Excellent inter-personal skills and demonstrable ability to work in a small team</p>	<p>Experience of working in a not-for-profit organisation or grant-making trust</p> <p>Experience of applying for grants from other grant giving charities on behalf of individuals</p> <p>Knowledge and understanding of the Church of England</p> <p>Knowledge of CRM systems</p>

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Attribute	Essential	Desirable
Personal	<p>Good team player, self-aware and highly motivated, and with a 'can do' attitude, willing to contribute to the overall success of the charity</p> <p>Ability to work under pressure with resilience</p> <p>Happy to work alone, with the support from line manager, and colleagues in the Grants & Services team.</p> <p>Demonstrable sympathy with the Christian ethos of the Trust</p>	
Education & training	<p>Qualification in social work, welfare benefits or experience of charity-based face-to-face frontline casework</p> <p>Recent and up to date welfare benefits training</p> <p>Recent training in safeguarding</p>	

Part 4: Further job particulars

Hours of work: 35 hours per week worked flexibly. The Trust's 'core hours' are 0900 – 1630, Monday to Friday.

Expenses: Expenses will be covered for beneficiary home visits undertaken by the post holder.

Pension: The postholder will automatically be enrolled into the Trust's pension scheme, which attracts an employer contribution equivalent to 10% of basic gross salary.

Death in service: Life Assurance (Death in Service cover) of 4x salary will be provided for your spouse/dependants in the event of your death whilst you are an active employee of the Trust.

Holiday: The standard annual holiday entitlement in any holiday year is 25 days, exclusive of recognised public holidays. The Trust also closes between Christmas and New Year, additional to annual leave allowances.

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- Support:** The trust offers front-line staff monthly supervision sessions with an external counsellor. Our Employee Assistance Programme is also available to support all staff members.
- Checks:** This role will be subject to checks through the Disclosure & Barring Service upon offer of employment.

Part 5: How to apply

To apply, please email the following to the Director of Charitable Services, Sarah Crombie, on sarah.crombie@clergysupport.org.uk:

- Curriculum Vitae.
- Covering letter (no more than two sides of A4) explaining why you are interested in the role and how you meet the person specification (please provide specific examples in your supporting statement).
- Completed copy of the attached Criminal Record Declaration form.

Closing date for receipt of applications: 1pm, Monday 28th March 2022

First-round interviews with members of the Senior Leadership Team will be held in person in April. A shortlist of candidates will then be invited to a further interview and to meet the team.