



**Lewisham Irish
Community Centre**



**Government of Ireland
Emigrant Support Programme**

An Roinn Gnóthai Eachtracha
Department of Foreign Affairs

Generously supported by the Irish Government



Adviser/Caseworker Application Pack

lewishamirish.org.uk

About us

Established in 1992, Lewisham Irish Community Centre is an organisation with an enduring passion for transforming the lives of the people it works with. Primarily we have been focused on the needs of Irish, Irish descent and people from the Irish Traveller community. LICC enables people to build resilience, retain independent and fulfilled lives and access the right kind of support when required.

Vision

A confident empowered Irish community

Mission

An engaged Community Centre enriching lives by providing accessible services and facilities to the local community.

Strategy

We will achieve our Vision by focusing on four key areas of delivery and growth

1. Welfare of The Irish Community
2. Keeping our Community Connected
3. Collaboration
4. Rebuilding and Sustainability

Our Impact

We're committed to serving the local community, here's some of our impact over the past year

170

clients supported through our advice and support services

111

home visits made

640

meals delivered through Bia Project

800

volunteer hours delivered

68

local families supported through youth services

103

older individuals accessing weekly classes



Adviser / Caseworker

Job Title:	Adviser / Caseworker
Work base:	Lewisham Irish Community Centre
Hours:	35 hours weekly
Salary Scale:	£30,000
Reporting to:	Centre Manager

Purpose of the Role

The Advice Worker post contributes to the strategic aims of the Lewisham Irish Community Centre by meeting the needs of the older and disadvantaged Irish community living in Lewisham and the surrounding boroughs. The postholder will be required to respond to one off enquiries and to manage ongoing casework to maximise clients' income through claims for welfare benefits, addressing housing issues and homelessness.

The postholder will be based onsite at the Lewisham Irish Community Centre, establish satellite services throughout the borough and carryout home visits as required.

Specific Duties and Responsibilities

To provide advice to clients on a range of welfare-related issues including welfare benefits, housing, access to healthcare and supported accommodation, returning to/moving from Ireland, Irish state pensions, Irish passport and birth certificate applications.

- To offer advice via a range of methods, including face-to-face, onsite and/or via home visits and outreach at third party locations.
- To act on client's behalf by representing their interests to third parties by letter, telephone, email, or in person.
- To prepare documentation in support of mandatory reconsiderations and tribunals
- To enable and empower clients to act for themselves as appropriate
- To record and report on work carried out, via use of case-recording software and paper files, as required.
- To comply with the requirements of the Advice Quality Standard and GDPR in relation to case and file management
- To identify own training needs in response to changes in external policies and practices

General Responsibilities

- To attend relevant training and events as required
- To attend staff meetings, service development and promotional activities, including some organisation-related events
- To be aware of and adhere to organisational policies and procedures particularly those relating to equal opportunities, client confidentiality and health and safety
- To adhere to safeguarding policies and practices
- To carry out all administrative tasks associated with duties
- To undertake other related tasks as and when required

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Person Specification

		Essential	Desirable	Measured by
Education	- No specific qualifications but evidence of ongoing professional development	✓		Application
Experience	- Minimum of one year experience of advice work, particularly welfare benefits	✓		Application/Interview
	- Experience of casework - either paid/unpaid.	✓		Application/Interview
	- Experience of negotiating/liaison with statutory/voluntary agencies	✓		Application/Interview
Skills	- Ability to interview and assess the needs of clients in a culturally sensitive manner	✓		Application
	- Ability to keep up to date with welfare and housing legislation	✓		Application/Interview
	- Excellent communication skills	✓		Application/Interview
	- Ability to record and maintain client information, write reports & produce statistics	✓		Application/Interview
Knowledge	- Knowledge/interest of the needs of older Irish people	✓		Application/Interview
	- Knowledge of welfare and housing legislation	✓		Application/Interview
	- Knowledge of statutory/voluntary sector resources available to people with complex needs	✓		Application/Interview
	- Working knowledge of safeguarding and equal opportunities	✓		Application/Interview
	- Knowledge of/willingness to learn about assured quality systems		✓	Application
Personal Qualities	- A flexible and creative approach to work to meet client need	✓		Application/Interview
	- Ability to work on own initiative and as part of a team	✓		Application/Interview
Other	- Willingness to undertake occasional evening and weekend work	✓		Application

Got Questions?

For an informal chat, please call Kathleen Sheridan CEO on 07956509033 or email Kathleen on Manager@lewishamirish.org.uk to arrange.

To Apply

To apply please submit the following:

Your CV detailing your education and work experience and a cover letter detailing how you meet the job specification requirements. The cover letter should be no more than 2 pages

Email to - Manager@lewishamirish.org.uk

Application Deadline – Midnight Sunday 07 July 2024