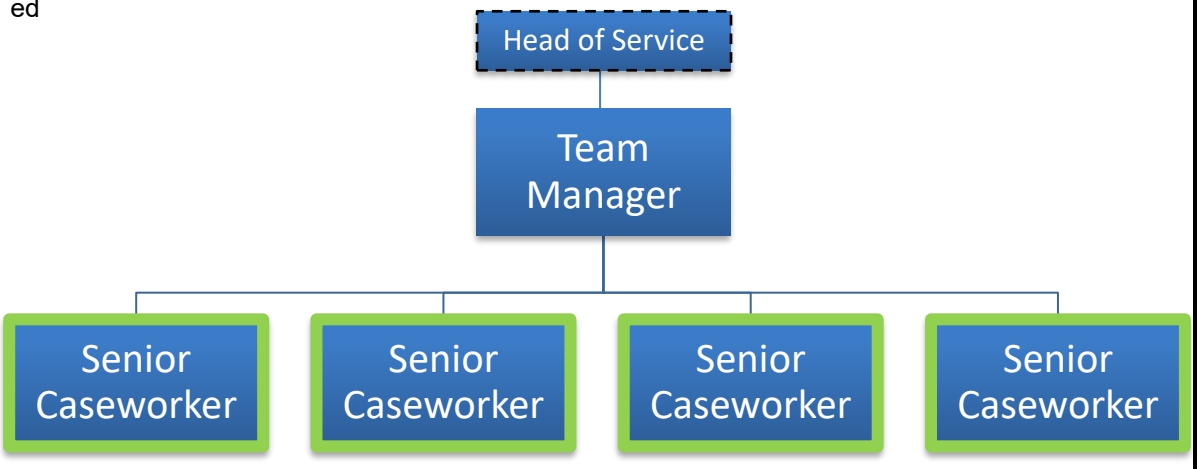
JOB DESCRIPTION

Job Title	Senior Caseworker
Position Number(s)	
Department	Advocacy Team for the immediate community near Grenfell Tower
Section or Service	
Grade	Grade G

DESIGNATION:

Responsible to:	Team Manager
Employees directly supervised *(if applicable)*:	None
Family Tree	

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1. JOB PURPOSE:

Background

The Grenfell Community Advocacy Team (GCAT) was launched in January 2025 to provide support until December 2028 (4 years) to residents who live in the immediate community near to Grenfell tower.

It forms part of the commitment to deliver the restorative justice programme, and the service aims to support local residents to positively rebuild their lives and find their own personal paths to recovery by:

- **Supporting** local residents by directly providing the service within the team
- Helping local residents to **navigate** the wider services available to them through a range of different partners which they might need now or in the future
- **Advocating** on behalf of local residents when they encounter difficulties and doing everything the service can to ensure their voices are heard.

The Grenfell Community Advocacy Team is a new element of support accessible to residents who live within 500m of the Tower and need support with housing and health issues. The role of this dedicated team will be to help local residents with some of the key challenges they face so they can focus on their personal recovery and wellbeing. They will work closely with households and individuals to provide them with a personalised and responsive support and help them access other services.

The service is formed of people from a range of backgrounds and specialisms, including health, justice, trauma, education, and employment. The nature of the service will change over time and will be dependent on the needs of the survivors and bereaved.

A resident Implementation Steering Group has helped to develop the key principles that underpin the role of the Advocacy Team:

- An additional team that is independent from housing and health services
- Visible and proactive, based in the community
- Support all residents who live within 500m
- Advocate on their behalf and help them connect with services, including other areas of the Future Grenfell Support programme
- Casework alongside signposting and providing guidance
- Sharing good practice and influencing change in the wider council
- Partnership working and regular liaison with community partners
- Helping to build advocacy skills in the community

This is a groundbreaking offer for the local community which was shaped by local residents and inspired by the experience of the Dedicated Service for bereaved and survivors. The service will develop and evolve over time as residents will continue to shape its development through monitoring and scrutiny mechanisms.

We are looking for **1 Senior Caseworker** to play a vital role in delivering this key element of new community support. We are seeking an experienced individual who is highly

empathetic, skilled, innovative and able to get things done.

The role has a duty and responsibility to ensure that individuals and families receive high quality, compassionate support and services informed by an understanding of trauma and bereavement. This understanding will be evident in their demeanour, behaviour and actions and will model their understanding of the importance of race, culture and faith in the rebuilding or recovery journey of children, adults, families, kinship and community networks. In order to fulfil their role, the Senior Caseworker will play three main roles:

- **Supporting** households and individuals with issues relating to housing and health, involving people supported throughout and ensuring issues are followed through fully.
- Helping households and individuals **navigate** the support available to them through the Future Grenfell Support programme, other council departments and various partners including the NHS.
- **Advocating** on behalf of households and individuals when they encounter difficulties to ensure that their voices are heard and their needs considered by relevant others.

2. DESCRIPTION OF DUTIES:

Support

- This role will be a named point of contact for individuals and families who live within the immediate community near Grenfell Tower and will support them with issues in relation to, but not limited to, housing and health. The support could include direct intervention to resolve a particular issue or issues, or signposting and providing guidance, so people are able to access other elements of the Future Grenfell Support programme or existing services (statutory, voluntary and from community-based organisations).
- The Senior Caseworker will have a thorough understanding of the support available from mainstream services and community partners, and of the issues faced by residents, and will be able to work flexibly to meet the diverse needs residents have.
- They will carry out an evaluation of the needs and issues of people who get in touch with the service to fully understand their support needs and adapt the support accordingly, providing intense support and care to the most vulnerable residents or on the most complex cases, or providing guidance / signposting support to people.
- The Senior Caseworker will develop and maintain strong relationships with residents, maintaining regular contact with the people they are working with, following through on cases, and checking the issue is effectively resolved at the end of the intervention.
- They will be present and visible in the community and engage with residents and community partners in a variety of ways, preferably face to face but also over the phone and by email.
- The role will be required to operate as part of a multi-disciplinary team but also as part of the wider Grenfell Partnerships Team. This will require them to have an open and keen appetite for collaboration and continuous learning, looking to learn and

build a strong understanding of the roles and work of colleagues from other departments or partner organisations.
- The Senior Caseworker will be directly responsible for ensuring that service records are accurately maintained in a professional and confidential manner on the case management system, where they will record contacts, plans, progress and outcomes to help analyse service data and meet all reporting requirements.

Navigate

- This role will help residents to understand, access and navigate the services available to them so residents can get the support they need and feel better supported by a wide range of statutory services, including other support available through the Future Grenfell Support programme.
- This role will have a thorough understanding of key policies and eligibility requirements that are relevant to access the community support and work flexibly and collaboratively alongside a range of agencies to deliver high quality solutions for people.
- The Senior Caseworker is required to keep themselves fully up to date of what is available and to proactively and enthusiastically communicate this to the local residents through their day-to-day contacts and proactive approaches like door knocking or participating in community events.
- They will have an ability to build and sustain excellent working relationships with colleagues and external partners so that they effectively co-ordinate services.

Advocate

- This role requires strong advocacy skills working on behalf of families, supporting them to access a variety of services with statutory and voluntary agencies, ensuring their voice is being heard and their needs considered.
- The role will advocate on behalf of individuals and families regarding challenges or appeals if necessary. To do so, workers will need to be comfortable and confident challenging other parts of the statutory and voluntary systems in a manner that maintains relationships with key partners.

Other Duties

- Receive management supervision from the management team regarding all aspect of the duties and responsibilities as outlined in this job description.
- Actively and regularly liaise with residents to gather suggestions and ideas for service improvement on the Future Grenfell Support or feedback on other services including statutory services like housing and health.
- Regularly share feedback and lessons learnt with council services, other statutory services and community partners to help drive and inform improvements so residents needs are better met over time.
- Work across multiple sites in the community and in places families and individuals want to meet.
- Support the wider partnership team in collating and analysing data and information for monitoring and service development purposes, providing information for a range

of internal and external bodies for scrutiny. This includes following up with service users to understand if issues have been resolved.

- Identify, assess and manage risks, and contribute to ensure where necessary appropriate safeguarding plans are in place. To work in a safe a manner ensuring the health and safety, safeguarding and risk management policies and procedures of the service are implemented and fully adhered to.
- Be involved in the analysis of service delivery and identify gaps in service provision and contribute to the development and responsiveness of the service.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Senior Caseworker

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications** **Essential**: • DBS clearance • No formal qualifications are required for this role, however the postholder is requested to have substantial experience of working in a health, social care, housing employment or bereaved sector.

C	**Skills; Experience and Attitude** **Essential:** • Ability to interact well with a diverse range of individuals, showing active listening, compassion and good communication skills • A committed, tenacious individual who will work with people to help resolve all types of issues. • You take a resourceful and innovative approach to problems and a proactive approach to new opportunities • Confident and resilient in challenging situations, with ability to remain professional at all times, even with conflicting priorities and pressures, seeking support when required. • An in-depth knowledge and understanding of the issues and challenges facing individuals and families who are survivors and/or bereaved • Substantial experience of working in a caring/ helping service (statutory or non-statutory) • A good understanding of the issues and challenges faced by local residents. • An understanding and experience of working with people who have experienced trauma and/or bereavement. • Good understanding of statutory and non-statutory services both locally and nationally. • Ability to work effectively and communicate well with individuals and families from a varied cultural, sexual identity, religious and economic and social backgrounds. • Ability to work collaboratively and in partnership with agencies both internally and outside of RBKC. • Demonstrable experience of working flexibly to meet the needs of a diverse community. • Ability to work under pressure and at times public scrutiny. • Good IT skills and knowledge of data management systems. • Demonstrate sound working knowledge of safeguarding in respect of adults and children. • Experience of delivering public services in a complex, multi-disciplinary environment and the ability to implement and maintain high quality service delivery. • Ability to build relationships, and to work collaboratively and successfully in a multi-disciplinary team environment • Experience of organising and prioritising a complex workload, managing multiple priorities, making the best use of supervision, training and staff development opportunities. • Ability and proven experience of advocating on behalf of individuals and families.

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour:

	• I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	**INTEGRITY** • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	**WORKING TOGETHER** • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice.

	Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.