



Caseworker Role Profile

Role Title: Caseworker (non-clinical)

Reporting to: Services Team Supervisors

Where will you be based: Home

Commitment requirements: Either two mornings a week (Advice line 9.45am-1pm) for a minimum of 3 months, or two afternoons a week (Casework 12-5pm) for a minimum of 3 months.

Why you?

If you are friendly, empathetic, a good listener and passionate about upholding the right to healthcare, this role could be a great fit for you! Caseworkers are the main point of contact for patients who call the advice line. They carry out interviews to determine their needs and provide appropriate advice and support. Caseworkers act as advocates and liaise with NHS service providers to link patients to the care they need.

What you will be doing

- You will be the first point of contact for patients in a health promotion setting.
- Listening to peoples' needs and identifying other support services.
- Helping people with GP registration/administration needs & advocating on their behalf to NHS services.
- Taking on in-depth and complex casework where people seeking support face significant barriers to accessing healthcare.
- Completing data collection forms with people engaging with our services.
- Responding to queries on our advice line.
- Liaising with internal staff and volunteers.

The skills that you need

- The desire to help people in vulnerable situations.
- Knowledge of the UK healthcare system.
- Non-judgmental attitude towards people from diverse backgrounds.
- Good social and communication skills.
- Able to commit to two volunteering sessions per week for a minimum of three months.
- Fluency in English.
- Confident telephone manners.
- Computer literacy (Microsoft, Google and Outlook) and ability to work across multiple platforms/documents.
- Fluency in other languages and confidence working with interpreting services are desirable but not essential.

The HR onboarding and induction process may take several weeks. Please take this into account when applying, to make sure that our minimum commitment request matches your availability. Volunteers should be able to start volunteering within three weeks of the interview.

All volunteers must be based in the UK.

Applications without a CV/cover letter will not be considered.