



Case Worker

Role Purpose

To assist clients who have a managed account with DASH. You will be working alongside a DASH employee. The correct volunteer will be supporting on the admin side and interacting with their own set of clients.

Role Description

Volunteers will demonstrate excellent communications skills and willing to spend time listening to the clients that they are supporting. This will include liaising with their clients, keeping information up to date, reminding clients about deadlines. Checking payroll and timesheets, offering advice, reading letters, dealing with employment issues.

Commitment & Location

Volunteers need to be able to offer a regular commitment. Ideally this would be based 2-3 days a week at our Hayes office. (15 – 18 hours)

Qualities/Experience

- Good interpersonal skills
- Good Computer Skills
- Trustworthy and Reliable
- Sociable and organised.
- Good reading and writing skills

Main Responsibilities

DASH provides a managed account service for individuals who receive funding for their care and support in the form of a Personal Budget from Hillingdon Social Services. Your duties will be to:

- Manage your own client list.
- Set up new Pas (Personal Assistant) joining including application for funding of redundancy pay for leavers
- Arrange employee wage payments
- Advise of time frames to pay invoices and salaries and check that they are processed in accordance with the client's support plan.
- Calculate and record annual leave
- Make changes to contracts of employments
- Provide documentation templates
- Liaise with other agencies on behalf of the clients
- Keep the clients' data base up to date
- Assist with renewals of their managed account service

Training



Full training will be provided. You will be shadowing a DASH employee until you have completed your relevant training. Reference checks will be required and a DBS will need to be obtained, the cost of this will be covered by DASH.

Benefits

Volunteering will provide a great opportunity for you to learn new skills, meet new people and help others. You may be looking for something to help build your confidence or fill your spare time. Volunteering gives you a great sense of achievement and looks great if you are trying to boost your CV. DASH will reimburse you for any expenses incurred while volunteering.

To apply for this role

- Visit www.h4all.org.uk and download or print an application form
OR
Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post.
- Email your completed form to volunteerhub@h4all.org.uk
OR
Post your completed form to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.
- Call 07395 282825 to speak to a member of the volunteering team.