

**Project 17**

St Joseph's Hospice  
Mare Street  
E8 4SA

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Charity no: 1152621

**Project 17 Job description and person specification**

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|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Title of Post:</u>   | Care Act Supervisor                                                                                                                      |
| <u>Location:</u>        | Working from Project 17, St Joseph's Hospice, Mare Street, Hackney E8 4SA with the option of some home working                           |
| <u>Responsible to:</u>  | Director                                                                                                                                 |
| <u>Responsible for:</u> | Supervising and supporting the activities of the Care Act advice service and other activities required to sustain the aims of Project 17 |
| <u>Salary:</u>          | £48,170 pro rata or £38,536 per year                                                                                                     |
| <u>Annual Leave:</u>    | 28 days + bank holidays pro rata                                                                                                         |
| <u>Hours:</u>           | 28 hours per week                                                                                                                        |
| <u>Term:</u>            | Initial fixed term contract of two years                                                                                                 |

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**Description**

To lead the organisation's advice work with adults with care needs who are subject to NRPF.

To supervise and support the work of Care Act advisers and maintain the quality and consistency of the service.

To manage a caseload working with adults in need of support under the Care Act 2014 and families in need of support under s.17 Children Act 1989.

To form part of our capacity building team, strengthening other organisations to work more effectively with migrants with NRPF.

**Leadership:**

1. To support the expansion of the Care Act service, including recruiting and inducting advisers to be part of the Care Act team.
2. To provide formal supervision, including file reviews and technical support, to Project 17's Care Act advisers.
3. To provide ongoing advice and support to the advisers.
4. To disseminate knowledge and foster expertise within the team, both formally and informally.
5. To support the development of the Care Act service and the integration of Care Act work into Project 17 by exploring new opportunities and embedding new structures and projects, together with other project leads and the Director.
6. To respond to initial enquiries and allocate cases as needed.
7. To monitor the delivery of Care Act work against funding targets and identifying trends, potential challenges and opportunities.

**Advice:**

1. To undertake a personal caseload advising and advocating for people with no recourse to public funds on their financial and housing options under the Care Act, the Children Act and other related provisions.
2. To ensure case recording systems are maintained and up to date in accordance with policies and procedures.
3. To undertake casework to cover absences and emergencies, as required.
4. To support the designated safeguarding lead by acting as a key point of contact for safety concerns.

**Capacity building:**

1. To build capacity in other organisations through the development and provision of:
  - a. Training
  - b. Telephone and email advice for frontline workers
  - c. Online resources
2. To develop the service alongside the rest of the capacity building team and the wider organisation.

**General:**

1. To keep up to date with legislative and other changes affecting people with no recourse to public funds.
2. To ensure all policies, procedures and working practices are maintained in line with quality standards.
3. To undertake any other related duties as required, consistent with the development of the post and the organisation.

**Person specification:**

| <b>Experience and knowledge</b>                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Essential (E)/ Desirable (D)</b> | <b>Interview (I)/ Application (A)/ Test (T)</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------|
| Extensive experience of providing advice and advocacy on support options to people with no recourse to public funds                                                                                                                                                                                                                                                                                                                           | E                                   | A/I                                             |
| A detailed understanding of: <ul style="list-style-type: none"> <li>- The Care Act 2014</li> <li>- Section 117 Mental Health Act 1993</li> <li>- Section 17 Children Act 1989</li> <li>- Housing rights</li> <li>- Access to care and NHS charging</li> <li>- Other rights and entitlements for people with NRPF</li> <li>- asylum support</li> <li>- interaction between immigration law and support options for people with NRPF</li> </ul> | E                                   | I/T                                             |
| Experience of supervising and supporting people                                                                                                                                                                                                                                                                                                                                                                                               | E                                   | A/I                                             |
| Experience of monitoring and recording casework                                                                                                                                                                                                                                                                                                                                                                                               | E                                   | A                                               |
| Personal or lived experience of no recourse to public funds                                                                                                                                                                                                                                                                                                                                                                                   | D                                   | A                                               |
| Experience of providing training and support to other professionals                                                                                                                                                                                                                                                                                                                                                                           | D                                   | A/I                                             |
| <b>Skills and abilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |                                                 |
| Ability to work sensitively with people in crisis                                                                                                                                                                                                                                                                                                                                                                                             | E                                   | A/I/T                                           |
| Excellent communication skills, both written and oral                                                                                                                                                                                                                                                                                                                                                                                         | E                                   | A/I/T                                           |
| Ability to give honest and constructive feedback                                                                                                                                                                                                                                                                                                                                                                                              | E                                   | I                                               |

|                                                          |   |     |
|----------------------------------------------------------|---|-----|
| Ability to think strategically and develop good practice | E | I   |
| Excellent organisation and IT skills                     | E | A/T |
| <b>Values</b>                                            |   |     |
| A commitment to the values and ethos of Project 17       | E | A/I |