

## JOB DESCRIPTION

Please submit all applications to [admin@beaconhc.co.uk](mailto:admin@beaconhc.co.uk) or post to Beacon, 10 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT to reach us no later than 9am on Monday 29<sup>th</sup> January 2024

<b>Job Title:</b>	Continuing Healthcare Caseworker
<b>Department:</b>	Casework Team
<b>Reporting To:</b>	Casework Service Manager
<b>Reporting To Job Holder:</b>	N/A
<b>Work Hours:</b>	Full time (35 hours p/w)
<b>Contract:</b>	Permanent (employed)
<b>Salary:</b>	£32000 - £35000 p/a plus performance-related bonus and excellent benefits package (see below)
<b>Location:</b>	Home based with periodic travel to Head Office in Oxfordshire. Opportunities nationally. Ability to travel long distances to attend occasional client meetings from time to time is essential.
<b>Job Purpose:</b>	To provide a comprehensive casework, advice and advocacy service which assists and supports clients throughout the NHS Continuing Healthcare assessment and appeal process.

### **MAIN DUTIES:**

1. To provide an independent and comprehensive casework, advisory and advocacy service to private and NHS-referred clients (typically health and social care service users or their representatives) in England and Wales throughout the entire NHS Continuing Healthcare assessment, appeal and care planning process from initial assessment stage through to complaints to the Ombudsman.
2. To provide specialist information and advice to our clients tailored to their specific situation and needs regarding the interpretation of a primary health need from a thorough understanding of relevant criteria, assessment frameworks and legal tests which are based upon case-law.
3. Provide advocacy and active case support remotely and in person to clients in England and Wales, and their representatives throughout the assessment and appeal processes. This will include periodically traveling to assessments and appeal meetings across England and Wales (including overnight stays where necessary), as well as attending virtual meetings via videoconference.  
**Please note:** most assessments and appeals are currently being completed virtually via videoconference, however we expect a proportion of in-person meetings to resume in the near future. Applicants will need to be comfortable working from home for long periods as well as with periodic long-distance travel.

4. To keep informed of issues, policies, guidance and legislation affecting clients ensuring that the information provided is relevant, current, complete and accurate.
5. To analytically examine all relevant health and social care records and assessments, and to prepare detailed advisory letters and appeal statements based upon a sound understanding of the facts, and referencing evidence compiled from such records.
6. To assist clients in the preparation of submissions which will be presented on their behalf to relevant Integrated Care Boards and NHS England review and/or appeal panels.
7. To respond to new referrals by making prompt initial contact with the client within the timescales specified by company policies. To keep clients informed of progress at regular intervals.
8. Work closely and efficiently with health professionals from relevant Continuing Healthcare (CHC) teams with the aim of resolving client issues at the earliest possible opportunity so as to provide an efficient and cost-effective service, and to minimise stress for the client.
9. To develop and maintain working relationships with health and social care colleagues within the field of Continuing Healthcare in order to influence best practice.
10. To work with partner organisations and stakeholders to share knowledge, make appropriate referrals, maintain consistency and draw upon each other's expertise, always striving to improve the quality of both services and provide a better customer experience.
11. To keep relevant and sufficiently detailed case records at each stage and as the case progresses; ensuring that all client information is kept up to date in line with Beacon's systems and procedures, including data protection (GDPR) policies. This applies to case files, database entries, authority forms, client correspondence, use of the project management system, filing and archiving.
12. To minimise business costs and maximise income for the company by meeting chargeable time targets, working efficiently, charging clients appropriately and in a timely manner.
13. To uphold the principles of paralegal casework as specified by the Institute of Paralegals, providing a good standard of client care by working with skill and competence thereby ensuring clients are able to place their trust in you.
14. To uphold organisational values, promoting Beacon's social goals through each area of your work.
15. To manage your own caseload and work independently within the boundaries of Beacon policies and procedures.
16. To foster an atmosphere of continuous learning and development.
17. Attend line management, supervision and team meetings as appropriate, and to play a full part in the development and success of Beacon.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Barring Service check or equivalent.

**STAFF BENEFITS:** Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

## PERSON SPECIFICATION FORM

**Job Title:** Continuing Healthcare Caseworker

**Department:** Casework Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	<p>Degree or equivalent level of knowledge acquired through experience and training /development.</p> <p>Strong IT skills and an ability to use Microsoft Office Applications to a reasonable standard.</p>	<p>Health, social care, advocacy or legal qualification.</p>
<u>Relevant experience:</u>	<p>Minimum of 2 years' experience of working within the field of NHS continuing healthcare or a similar role with a transferrable skills.</p> <p>Proven experience of the ability to understand, digest and disseminate complex information, and to prepare well-reasoned reports.</p>	<p>Experience of working within or understanding the relationships across the Health and Social Services</p> <p>Experience of working in a client-facing casework, advice or advocacy role either within a law firm, health or social care organisation, or third sector organisation</p>
<u>Relevant knowledge/skills:</u>	<p>A proven ability to work promptly under pressure, using initiative and adopting a proactive approach to achieving key performance indicators.</p> <p>Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with clients in a professional and caring manner, upholding brand values.</p> <p>A proven ability to analyse complex matters, to provide clear and coherent advice via the telephone, assess the strength of each party's case, prepare a submission to present to a tribunal/panel, have a case presentation strategy, and present a coherent submission based on facts in a structured, concise and persuasive manner.</p>	<p>A demonstrable knowledge of the National Framework for NHS Continuing Healthcare; 2018 &amp; 2022 (further training will be provided). <i>Note that due to considerable national variation in the application of NHS continuing healthcare, where applicants have worked under local policies within a continuing healthcare team, their knowledge will be tested to ensure full compliance with the National Framework and the relevant eligibility criteria.</i></p> <p>A demonstrable understanding of assessment and appeal processes.</p> <p>An understanding of effective listening and questioning techniques.</p> <p>An ability to present complex information and theories in a way that is accessible to a broad client base.</p>

	<p>The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, monitor and report.</p>	
<p><u>Personal attributes:</u></p>	<p>A commitment to upholding and actively promoting Beacon's organisational values (see below), promoting Beacon's social goals through each area of your work.</p> <p>The ability to work with a client group who may be upset and may have strong on-going and complex emotional feelings.</p> <p>Able to work on own initiative, to prioritise case load, and to work under pressure in order to achieve targets.</p>	<p>Flexible attitude to work, including availability to work some evenings when required.</p> <p>Ability to evaluate the strengths and weaknesses of your skills and knowledge, knowing where and how to seek guidance when necessary</p>
<p><u>Special Requirements:</u></p>	<p>A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation.</p> <p>The post may be subject to a Disclosure and Barring Service check.</p>	<p>A good understanding of the pressures and strains of carers.</p>

## Background Information

NHS Continuing Healthcare (CHC) is the name given to a package of care that some people need to receive due to disability, accident or illness. People who are eligible for CHC have the full cost of their care and residential accommodation funded by the NHS. This relieves families of sometimes astronomical care bills.

The criteria for determining who is eligible for CHC are highly complex and can be very difficult to understand. The assessment process is lengthy and detailed. Likewise, the appeal process can be very daunting and perplexing.

Beacon's roots are in a service provided by Age UK Oxfordshire, to provide free advice and support to families trying to navigate the CHC system. Beacon is a social enterprise that spun out of this service 10 years ago and has supported over 100,000 families across England.

Beacon also provides a free CHC advice service, funded by NHS England, as well as advocacy and representation charged at a lower cost than most legal firms. We are well renowned as England's foremost experts in CHC and frequently advise policy-makers on policy changes and updates to the guidelines.

## Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

### 1. Ethical

#### Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

#### Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

### 2. Expert

#### Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

#### Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

### **3. Personal**

#### Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

#### Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

### **4. Compassionate**

#### Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

#### Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

### **5. Rewarding**

#### Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.