

Job title:	Support Caseworker – Referral service
Location:	Head Office, London, SE1 (with some flexibility for home working)
Department:	Services and Support
Reporting to:	Head of Regional Support and Outreach
Salary:	£28,000 to £30,000 per annum
Contract type:	Full time - Permanent
Disclosure requirement:	This role is subject to an appropriate DBS, Disclosure or PVG check, depending on location.

Main purpose of role:

Muscular Dystrophy UK is a charity that connects a community of more than 110,000 people living with one of over 60 muscle wasting conditions, and all the people around them. We work so that everyone can access the healthcare, support and treatments they need to feel good, mentally and physically. This is an exciting time to join Muscular Dystrophy UK. We recently launched our new 10-year strategy to transform the lives of people living with muscle wasting conditions. Our vision is a world without limits, and we won't stop until we achieve it.

Our care, information and advocacy service coordinates our support for families, providing advice and practical support to enable individuals to access the services, benefits and equipment they are entitled to. As part of our support, we also connect individuals with others affected by these rare conditions through our peer support networks.

The Support Caseworker will provide timely, person-centred support to individuals and families referred into Muscular Dystrophy UK services. The post holder will use structured holistic conversations to understand needs, agree appropriate support, and help people access information, practical guidance, peer support and other internal or external services.

This role ensures individuals feel informed, supported, and confident to access the help they need at the right time, while contributing to consistent delivery of referral and support pathways across services. The role does not provide clinical advice, but works alongside healthcare and other professionals where appropriate, with consent and in line with safeguarding and data protection requirements.

Main tasks and responsibilities:

1. Referral handling, first contact and consent

- Receive, log and triage referrals in line with agreed criteria and service processes
- Make timely first contact in line with service standards
- Explain the support offer clearly, confirm consent, and agree next steps
- Maintain accurate and timely records on the CRM system in line with data protection requirements

2. Structured holistic needs conversations

- Complete structured holistic needs conversations using agreed tools and approaches
- Explore emotional, practical, social and informational needs
- Work with individuals and families to prioritise needs and agree actions
- Review and update support plans as needs change

3. Person-centred casework and pathway progression

- Provide high-quality, compassionate and emotionally supportive conversations
- Support individuals at key points, including diagnosis and transition stages
- Offer ongoing, flexible support in line with agreed pathways
- Support progression through pathways without making individuals feel rushed or processed
- Work within agreed service standards, including timeliness, pathway progression and completion of holistic conversations

4. Signposting, onward referral and engagement

- Help individuals understand their options and make informed choices
- Signpost and refer to appropriate internal and external services
- Encourage engagement with support offers, including peer and therapeutic support
- Follow up where engagement is low or barriers are identified
- Liaise with healthcare professionals and partners where appropriate and with consent

5. Data quality, outcomes and service improvement

- Maintain accurate, complete and timely records to support safe delivery and evaluation
- Record outcomes and wellbeing information using agreed tools and frameworks
- Balance outcome tracking with person-centred delivery
- Escalate risks, capacity pressures or operational concerns appropriately
- Contribute to service learning, feedback and continuous improvement

6. Safeguarding, boundaries and compliance

- Identify safeguarding concerns and act in line with organisational policy
- Escalate safeguarding, risk or unmet clinical concerns appropriately
- Ensure all activity complies with GDPR and consent requirements
- Maintain professional boundaries and seek guidance on complex cases

7. Partnership working and communication

- Work collaboratively with colleagues across Services and Support
- Build effective relationships with healthcare professionals and external partners
- Represent Muscular Dystrophy UK professionally
- Share learning to improve referral pathways and service delivery
- Contribute to developing consistent approaches that support sustainable service delivery

Other responsibilities:

- To ensure all activity complies with data protection legislation, GDPR requirements and organisational policies.
- To represent the charity externally if required and to undertake other such tasks as required by the line manager.

Values and behaviours

- A positive attitude and approach that reflect the [charity's values](#).
- To seek opportunities to contribute to the development of the charity.
- A commitment to and an understanding of disability issues, equality, diversity and inclusion.
- To always demonstrate role model behaviour.

Person specification

Criteria	Essential / Desirable
Education and qualifications	
Good standard of education or equivalent experience	Essential
Professional background in social work, nursing, allied health, advice or support services	Desirable
Experience	
Experience supporting individuals and families in health, social care, advice or voluntary sector settings	Essential

Experience managing a caseload or balancing competing priorities	Essential
Experience using CRM, case management or similar digital systems	Essential
Experience using structured or holistic needs tools	Desirable
Knowledge of neuromuscular or other long-term conditions	Desirable
Experience contributing to service evaluation, improvement activity or working across local systems	Desirable
Skills, knowledge and personal qualities	
Excellent communication and interpersonal skills, including the ability to provide sensitive emotional support	Essential
Understanding of person-centred, holistic and strengths-based approaches	Essential
Good understanding of safeguarding, data protection, professional boundaries and when to escalate concerns	Essential
Ability to work independently and collaboratively, with good organisational and time management skills	Essential
Ability to adapt communication to meet accessibility, language and cultural needs	Desirable
Commitment to inclusive, person-centred practice and continuous learning	Desirable
Additional requirements	
Willingness to complete an appropriate DBS or PVG check, depending on location	Essential