

Job Description

Post title	Caseworker – Financial Assistance	Grade	2
Department	Communities – Private Sector Housing	Post ref	CHPS15

Overall job purpose

- To assist those applying for financial assistance to secure disabled adaptations and other types of improvements/repairs to their homes
- To identify suitable sources of funding and signpost to alternative services as required dependent upon need

Reporting relationships

Reports to:	Team Leader (Private Sector Housing)
Responsible for:	N/a

Key tasks and responsibilities – post specific

Visit potential clients in their homes to discuss efficiently, confidentially and sensitively their home repairs, improvements and adaptation needs as well as signpost to other suitable services. Also required to complete both provisional and formal tests of resources (means tests) with applicants including the collection and checking of financial evidence and use of available means testing software.

Liaise closely with and assist the Technical Surveyors and administration support officers with the administrative processing of grants and financial assistance from point of referral to completion.

Assess the financial and general circumstances of the client groups involved including disabled, vulnerable and elderly people and advise on available sources of finance for works (including eligibility for grants/assistance); ways of maximising income (benefits check, etc.) and any relevant health, social or voluntary support. Assist clients in any application for such assistance and make necessary referrals where appropriate.

Maintain accurate and up to date knowledge of welfare benefits available and other sources of finance, including charitable/voluntary sector support, in order to fully advise clients.

To support clients with the completion of application forms and other standard forms and paperwork as required to ensure a full and valid application is submitted.

To support clients in providing proof of ownership/tenure as part of the application process including assistance with gaining mortgagee/landlord/Registered Provider consent, obtaining Land Registry office copies and completion of ownership/tenant certificates.

To conduct a brief property appraisal to quickly identify repairs and improvements needed and refer cases where necessary to the appropriate technical officer.

To support applicants in their understanding of grant/assistance conditions and assist the Private Sector Housing Manager and Team Leader (Private Sector Housing) enforce conditions and secure repayment if applicable.

To prioritise cases as required and ensure the efficient processing of relevant grants/assistance within agreed performance targets. To handle sensitive, personal and financial information in a professional and confidential manner.

To arrange home visits with clients both independently and with other colleagues or external agencies, and liaise and maintain close contact with relevant agencies and partner organisations, including Occupational Therapy.
To assist with the maintenance of client and other records to assist case management and preparation of reports and statistics and monitor the progress of cases to ensure the best service to the client, including assisting with redress if the client is dissatisfied etc.
To attend meetings, courses, seminars, etc. for the purposes of instruction, training and liaison and assist with any training as required.
To be aware of the Authority's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and that referrals are made as appropriate.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.
Ensure that at all times all Health & Safety legislative requirements are met; that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:		Date:	
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Person Specification

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee Assessment
Seeing the Big Picture	Interview/Test
Changing , learning and improving	Application Form /Interview
Communicating	Interview / Test
Team Working	Application Form Interview / test
Delivering value for money and quality services	Application / Form Interview / test

Skills	Essential / Desirable	Assessment
Ability to confidently liaise and communicate with others at all levels and in various forms including the public, Councillors, managers, external bodies etc.	Essential	Application Form Interview Test
Ability to organise and prioritise time and workload and meet deadlines.	Essential	Application Form Interview Test
Ability to deal with sensitive situations and be diplomatic.	Essential	Application Form Interview Test
Ability to work proactively and independently providing advice and making decisions within legislative constraints and within laid down policies and procedures.	Essential	Application Form Interview Test
Well-developed interpersonal skills with the ability to respond to enquiries and provide clear and concise advice and guidance to colleagues, Councillors, managers and the general public.	Essential	Application Form Interview Test
Ability to produce effective and accurate written documents and correspondence including reports, briefing notes, emails and letters.	Essential	Application Form Interview Test

Knowledge	Essential / Desirable	Assessment
Knowledge of IT software packages e.g. Microsoft Word, Excel, Outlook.	Essential	Application form/ Interview/Test

Knowledge of current welfare benefits available.	Desirable	Application form/ Interview/Test
Knowledge of disabled adaptations to the home.	Essential	Application form/ Interview/Test
Knowledge of Safeguarding principles in respect of vulnerable children and adults.	Essential	Application form/ Interview/Test
Knowledge of financial support available for housing adaptations and improvements from sources including the voluntary/charity sector.	Desirable	Application form/ Interview/Test

Experience	Essential / Desirable	Assessment
Experience of working in an office based environment.	Essential	Application Form / Interview/ Test
Experience of working with members of the public over the telephone and in person.	Essential	Application Form / Interview
Experience of working within a housing related context.	Essential	Application Form / Interview/ Test
Experience of working with elderly, disabled and vulnerable people in a housing related context.	Essential	Application form/ Interview/Test
Experience of following office based systems, procedures and administrative duties.	Essential	Application Form / Interview
Experience of using case management software systems.	Desirable	Application Form / Interview
Experience of handling sensitive/confidential data.	Essential	Application Form / Interview/ Test
Experience of maintaining accurate and up to date records.	Essential	Application Form / Interview

Qualifications	Essential / Desirable	Evidence
Level 2 Maths and English	Essential	Certificates
Level 2 in Business Administration or Housing qualification	Essential	Certificates
Level 3 in Business Administration or Housing qualification or working towards a level 3 qualification in Business Administration or Housing.	Desirable	Certificates

Additional information / other requirements of the post
<ul style="list-style-type: none"> • This post is politically restricted under the Local Government and Housing Act 1989 • The postholder is required to undertake a basic / standard / enhanced / enhanced with barred list criminal record check. • The postholder is eligible for casual / essential car user allowance. • The post involves driving and the postholder will be required to undertake relevant DVLA licence checks. • The employee will be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role. • The employee will be required to work as part of an 'on call' rota as part of their role.

Equality Act 2010

<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>
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Date produced / last amended

July 2020
