



JOB DESCRIPTION

JOB TITLE: Caseworker – Independent Living Service

DEPARTMENT: Housing

REPORTING TO: Independent Living Service Team Manager

RESPONSIBLE FOR: Supporting residents with Disabled Facility Grants

GRADE: 4

INTRODUCTION

To provide information, guidance, advice, assistance and support to individuals living with a disability, who wish to adapt their homes.

To assist in the making of grant applications for funding to support independent living and facilitate the administrative processes for the client, particularly but not exclusively Disabled Facilities Grants (DFG).

To listen to the client and represent their wishes in all transactions with other professionals and individuals linked to independent living activities including disabled adaptations.

To liaise closely with the Technical Officer to ensure effective communication between the client and contractor and the officer designated by the Council to approve any grant application.

MAIN JOB PURPOSE:

1. Maintain an excellent level of knowledge on detailed matters related to the service within the scope of the postholder's field of expertise
2. Advise clients through regular face to face, telephone, mail and e-mail contact of the financial help available, including grants, welfare benefits, equity release and loans and help them obtain the aid to which they are entitled.
3. Identify other areas of help which may be needed by, or are available to, the client such as re-housing, fire safety advice, home care and lifeline and ensure that necessary services are applied for on behalf of the client.
4. Complete application forms on behalf of the client and obtain all necessary documentary proof to support those applications as required – including bank documents, land registry documents, consent to works form mortgages etc.
5. Provide support as necessary to ensure the client and, where appropriate, their family understands the process and legal aspects of making an application for a DFG.

6. Seek additional or alternative funding from Charities to meet any shortfall in funding.
7. Ensure that the client understands and is kept informed of all the procedures and practices involved in the works they are applying to have done.
8. Act for the client in discussions with the Technical Officer and report back so as the client is involved in any decision making.
9. Establish a good working relationship with relevant local authority departments, health services, housing and voluntary groups who are in contact with the client group.
10. Provide information to the Manager and other bodies responsible for monitoring the projects performance.
11. Liaise with Occupational Therapists or Occupational Therapy Assistants as required to ensure the works meet the client's assessed needs.
12. Ensure that good records are kept in all cases, updating computerised records as necessary and maintaining case notes and progress forms
13. Carry out means testing and provide support to customers through this process. Update computerised records as necessary and maintain case notes.

ACCOUNTABILITIES

The Caseworker must fulfil the following key roles and responsibilities. They will:

- a) Be responsible for planning and prioritising own workload both reactive and programmed to ensure that corporate customer service standards are achieved.
- b) Be responsible for maintaining accurate records and information relating to inspections, caseloads etc on the Council's software systems and property files.
- c) Use data from the software system provide reports to the Manager on projects for which the post holder has been assigned responsibility
- d) Promote and adhere to the workplace values of our organisation.
- e) Maintain accurate case records as required by the service. Ensure provision and receipt of management information, statistics and records. Maintaining up to date professional information. Monitoring performance and to prepare periodic review reports for performance review purposes
- f) Be responsible for assessing own competence against national and corporate frameworks and implementing personal development plans as agreed with the PSH Manager.
- g) Utilise video calling technology to interact with residents and when only absolutely necessary, travel within the Boroughs.

Additional information

Does this job require a DBS check? **YES**

This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.

The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the jobholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

This is not a comprehensive definition of the post. Jobholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the jobholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications and competencies required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The jobholder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
NVQ Level 4 or equivalent qualification	A/I
or	
Comprehensive relevant experience in the field of supporting vulnerable groups.	A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Experience of working with vulnerable groups.	A/I/T/P
An in-depth knowledge of State benefits and financial matters.	A/I
Excellent working knowledge of aids and adaptations available to support independent living.	I/P

Awareness of Council Policies, Standing Orders and Financial Regulations.	A/I
Familiar with the requirements of the Data Protection Act, General Data Protection Regulations, Freedom of Information Act, Environmental Information Regulations and safeguarding legislation	A/I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
The ability to work flexibly and as part of a team.	A/I
Ability to analyse and solve new and complex problems.	A/I
Have clear precise written and oral communication skills	A/I
Ability to influence others	A/I
Computer literate.	A/I
Project management experience	
Ability to relate effectively with other officers, external agencies, Elected Members and the public	A/I
Ability to take responsibility for individual and organisational decisions	A/I
Acts with integrity	A/I
Ability to organise and prioritise own workload often working under pressure and to tight deadlines	A/I
Negotiation skills	A/I
Ability to investigate and resolve complaints	A/I
Sensitivity to commercially confidential information	A/I
PERSON SPECIFICATION: SPECIFIC	
Knowledge of DFG's and the legislation	A/I
Means testing	
Working with grants and charities	
BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)	
Has a track record in continuous personal and professional development and an ability to encourage learning and development in others.	I/TP
Can demonstrate a willingness to learn and take ownership for own continuous development	

<p>Has a commitment to championing the values:</p> <p>Empowering, valuing and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious</p>	
<p>EQUALITY AND DIVERSITY</p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



Our Values
...we believe in

OUR CUSTOMERS BEING AMBITIOUS TAKING OWNERSHIP BEING OPEN and HONEST OUR PEOPLE



<p>We empower, value and develop our people to work together as one dynamic and efficient team.</p>	<p>We care about delivering high quality, customer-focused outcomes with our communities and partners.</p>	<p>We are open, transparent and truthful.</p>	<p>We take pride in our work and take responsibility for our actions.</p>	<p>We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.</p>
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