

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Caseworker	Grade: PO1
Section: Home Improvement Agency	Directorate: Housing and Regeneration
Responsible to following manager: Jasber Dodson (HIA Manager)	Responsible for following staff: N/A
Post Number/s:	Last review date: July 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide advice, support and assistance to clients requiring disabled adaptations to enable them to live independently in their homes. To determine grant eligibility by undertaking financial assessments and acting as an advocate on behalf of clients to access a range of statutory and voluntary services.

Specific Duties and Responsibilities

1. To have an in-depth working knowledge of the HIA in order to assist, advise and support clients through the process and to promote the work of the team by working closely with a range of internal and external agencies.

2. To work closely with clients who have a range of disabilities or who exhibit aggressive/challenging behaviour with empathy respect and understanding.
3. To carry out home visits to complete grant application forms, carry out a holistic review using a checklist and undertake financial assessments to determine eligibility to grant assistance.
4. To have a detailed working knowledge of the benefits system to assist clients in making applications and to appeal/challenge decisions where necessary in order to maximise their income.
5. To have a working knowledge of services and support available for vulnerable clients. Make referrals where appropriate and look for alternative funding for clients to assist with adaptations, including making charitable applications on their behalf.
6. To discuss proposed adaptations in detail with customers and support them through this process. To prepare and allocate cases to surveyors, monitor timescales and chase progress to meet the targets of the team. To support and maintain regular contact with clients.
7. To correspond with a range of individuals and partner organisations and keep accurate and up to date IT records and produce and monitor information on a quarterly basis.
8. To assist the team leader in regularly reviewing the work of the team, updating and changing policies and procedures as required.
9. To work closely with Social Services departments, OT's, external contractors, charitable, voluntary and statutory agencies and represent the team by attending meetings and forums as required.
10. To work methodically in order to meet individual targets and be flexible and adaptable to meet the changing priorities and demands within the team.

Generic Duties and Responsibilities

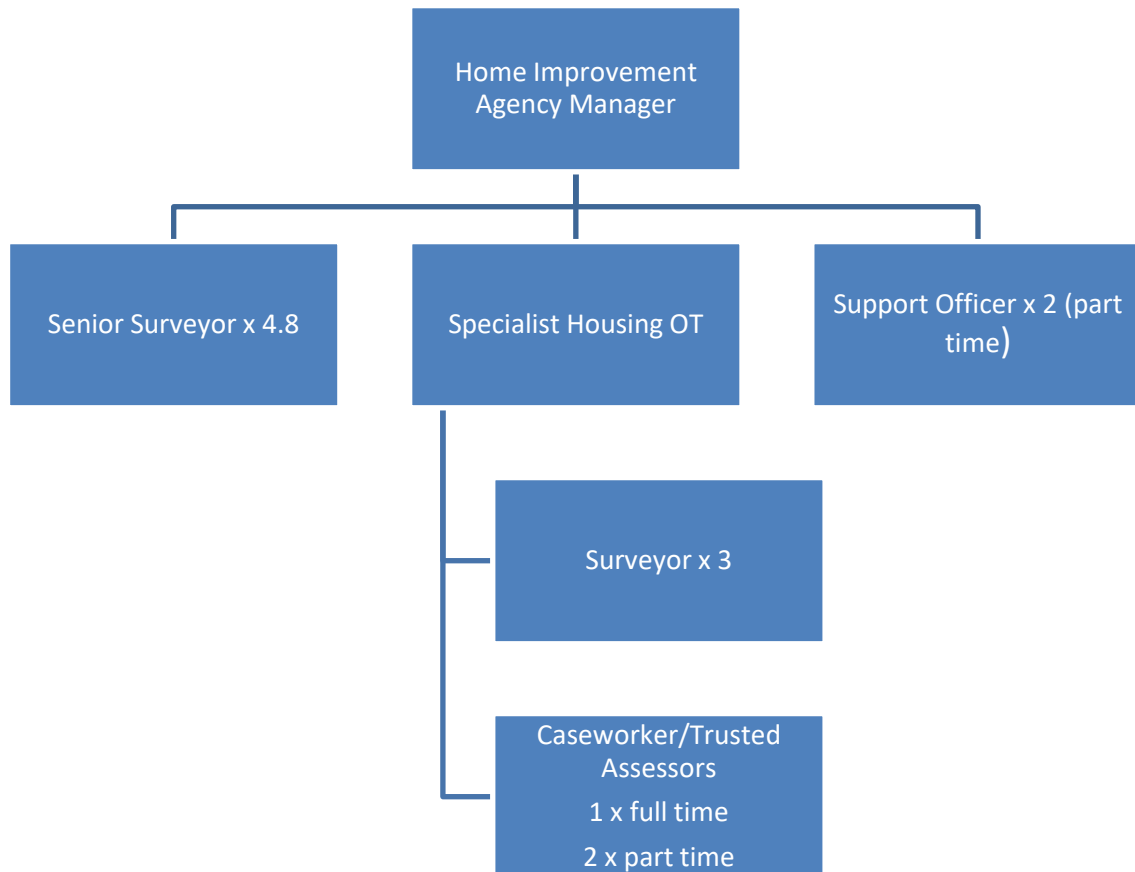
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.

- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- To maximise benefits and access funding from charitable sources on behalf of individuals.
- To induct and train new members of staff on the work of the HIA.
- To undertake risk assessments and visit vulnerable clients in their homes.
- Must have use of motorised transport and be able to carry out visits and/or be able to carry out visits using public transport.

Team structure



Person Specification

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Our Values and Behaviours

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
HIA grant process		x	A/I
Housing and Welfare benefits legislation		x	A/I
Experience	Essential	Desirable	Assessed
Experience of working in a HIA or similar environment	x		A/I
Undertaking Complex financial assessments	x		A/I
Experience of working in a multi-agency environment	x		A/I
Experience of undertaking risk assessments and working with clients who exhibit challenging behaviour	x		A/I
Experience of working with clients who are vulnerable due to old age, physical disabilities and mental health	x		A/I
Skills	Essential	Desirable	Assessed

Excellent level of oral and written communication skills.	x		A/T/I
Ability to collect and analyse complex data and information from a range of sources.	x		A/I
To build and maintain effective professional relationships with individuals across a range of organisations.	x		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate