

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Caseworker	Grade: PO1
Section: HIA	Directorate: Resident Services
Responsible to following manager: Rebecca Robart	Responsible for following staff: N/A
Post Number/s: RWH6231	Last review date: February 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

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.

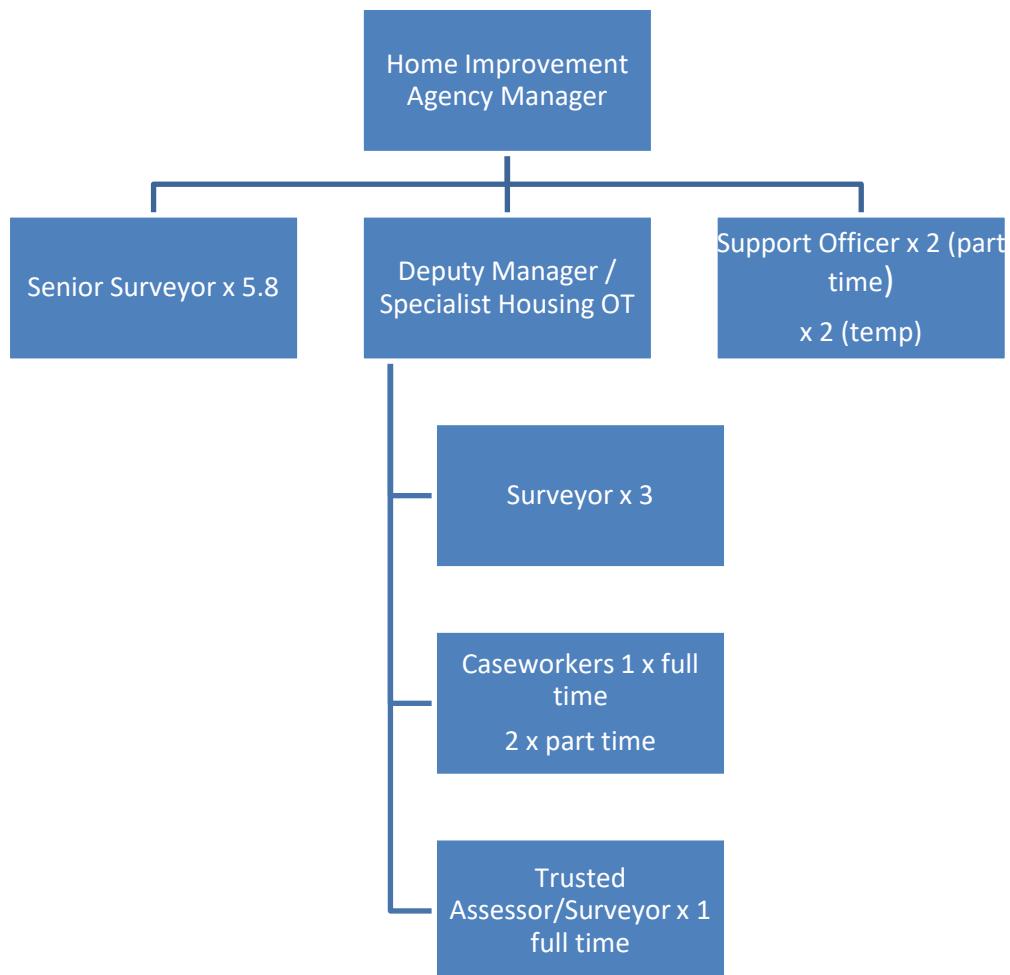
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

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

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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
Experience undertaking Complex financial assessments	X		A/I

RICHMOND & WANDSWORTH BETTER SERVICE PARTNERSHIP		LONDON BOROUGH OF RICHMOND UPON THAMES	Wandsworth
Experience of working in a multi-agency environment.	X		A/I
Experience of working with clients who are vulnerable due to old age, physical disabilities and mental health.	X		A/I
Experience of undertaking risk assessments and working with clients who exhibit challenging behaviour.		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