

**Job Description**

**Job Title:** Caseworker

**Salary Grade:** Grade 4

**SCP:** 22 - 25

**Job Family:** Regulation and Technical

**Job Profile:** RT 3

**Directorate:** People services Directorate

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** Senior Caseworker

**Number of Reports:** 0

**Purpose:**

To undertake technical work, as part of a supervised team, to defined standards or codes of practice and providing a quality and efficient service to customers.

**Key Responsibilities:**

* To process claims for Discretionary Housing Payments (DHP) and Local Welfare Provision (LWP) applications for Community Care Support
* Comply with defined policies, DWP guidelines and Business Processes when making decisions on claims for DHP’s and LWP
* To carry out excellent case management across a caseload of new and repeat customers including managing recall and customer support
* Record data accurately on monitors for management information and to enable the completion of statistical reports and Government returns
* Complete detailed and accurate case management files with relevant information and documents
* To provide an excellent customer service in relation to enquiries and complaints within policies and procedures as well as offering advice and supporting information that will produce positive outcomes for customers
* To work effectively with others to build excellent working relationships with Housing Associations/Landlords, Benefits service, Customer Service Network, Suppliers and DWP/HMRC

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| * To work effectively within agreed processes policies and timeframes with third parties   engaged in supporting LWP activity   * To provide advice, guidance, knowledge and area of expertise to Casework   Support Officers, Caseworkers and Managers   * To share ideas and experiences with the management team to assist in the   development/improvement of business processes, guidance and ways of  working that support effective service delivery |

* To plan ,organise own workload working to targets and deadlines reprioritising tasks when required

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* To communicate information verbally and / or in writing to different audiences