

**Job Description**

**Job Title:** Senior Caseworker

**Salary Grade:** Grade 7

**SCP:** 32 - 36

**Job Family:** People Care

**Job Profile:** PC 4

**Directorate: People Care**

**Job Ref No: TBC Work Environment: Agile**

**Reports to: Welfare Rights Service Team Leader**

**Number of Reports: 3**

**Purpose:**

To manage the Casework Support functions of the Specialist Welfare Rights Service.

To manage the day to day activity of the Macmillan Support Service including the requirements of the Service Level Agreement.

To assist the team manager with the day to day running of the service, compilation of statistical information regarding the service activities, evaluate service activity and performance.

To carry an appropriate caseload.

To deputise for the Team Manager as required.

Key Responsibilities:

To manage the Casework Support functions of the Specialist Welfare Rights Service - including triage, initial customer contact, recall support, appointment management and other relevant functions.

To ensure the Macmillan Support service meets the activity quality and other requirements as detailed within service polices and processes and relevant SLAs.

To manage the Casework Support Officers and MacMillan Caseworkers based within the Welfare Rights Service.

To manage the agreed pathways between other council/BIAS services and the Welfare Rights Services eg FST.

To assist the Team Manager to create, manage and support arrangements including referral monitoring and training between the service and first tier advice providers.

To support the Team Manager to manage demand and develop alternative service delivery through defined customer pathways.

To support the Team Manager in relation to case management across the Team – this may include performance management and delegate line management for specific staff/purposes as required.

To manage specific day to day activity with and in the absence of the Welfare Rights Team Manager, business processes related to casework within timescales and quality standards.

To prepare for and attend monthly Business Meetings including Management Information Reports

Promote the service via liaison with, and attendance of meetings and forums, and presentation to the following.

To deliver training and briefing sessions to council colleagues/ external partners in relation to various issues and subjects.

**Other Duties :**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council