**Job Description**

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| **Job title** | Caseworker |
| **Grade** | Grade 4 |
| **Service/Team** | Welfare Reform |
| **Main purpose of job**  | 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**  | 1. To process claims for Discretionary Housing Payments (DHP) and Local Welfare Provision (LWP) applications for Crisis Support and Community Care Support
2. Comply with defined policies, DWP guidelines and Business Processes when making decisions on claims for DHP’s and LWP
3. To carry out excellent case management across a caseload of new and repeat customers including managing recall and customer support
4. Record data accurately on monitors for management information and to enable the completion of statistical reports and Government returns
5. Complete detailed and accurate case management files with relevant information and documents
6. 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
7. To work effectively with others to build excellent working relationships with Housing Associations/Landlords, Benefits service, Welfare Rights Service, First Tier Providers, Customer Service Network, Suppliers and DWP/HMRC
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| **Key tasks**  | 1. To work effectively within agreed processes policies and timeframes with third parties

engaged in supporting LWP activity1. To provide advice, guidance, knowledge and area of expertise to Casework

Support Officers, Caseworkers and Managers1. 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
2. To plan and organise own workload working to targets and deadlines reprioritising tasks when required
3. To communicate information verbally and / or in writing to different audiences
4. A commitment to continuous improvement
5. To promote and champion a positive organisation- wide culture that reflects the Council’s values
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| **Other duties/specific policies e.g. DBS** | 1. 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.
2. The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
3. The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
4. 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.
5. 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.
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