

Job Description

Post title: Home Improvement Agency (HIA) Caseworker
Date: October 2020
Post Number: 303312 **Grade:** F
Responsible to: HIA Principal Officer
Management level: 0 – No line management responsibility

Job Purpose:

The post holder will provide advice assistance and support to those who wish to repair, adapt or improve their homes. They are the key liaison officer for all parties throughout the process and provide administrative support to colleagues in respect of HIA grant functions, performance reporting, budget monitoring and accurate record keeping.

Main objectives of the service:

1. Promote and maintain a healthy, safe environment for all residents and visitors to Eden.
2. Work towards ensuring that everyone has access to decent affordable housing, with adequate support, in a place where they want to live.
3. Provide regulatory support and advice to local residents and businesses.
4. Regulate Private Sector Housing to minimise risks to tenant's health through effective enforcement.
5. Work with Communities to help deliver their aspirations for new and existing homes.
6. Work in partnership to improve the health and wellbeing of residents.

Resources:

Staff: This post has no line management responsibility.

Finance: This post has direct responsibility for financial resources.

Physical: This post has no direct responsibility for Council owned or managed land and buildings.

Main responsibilities of the post:

- a) Advise clients of the financial help available, including grants, welfare benefits, equity release, loans and help them obtain the aid to which they are entitled.
- b) Identify other areas of help which may be needed by, or are available to, the client such as re-housing, home care, community alarms, other grants etc and ensure that necessary services are applied for on behalf of the client.
- c) Ensure that the client understands and is kept informed of all the procedures and practices involved with their particular circumstances and that all stages of work are monitored, including the supervision of work on site to satisfactory completion and obtaining all the required documentation from the contractor.
- d) Develop and maintain good working relationships with all parties, ensuring a customer focussed approach at all times. Work effectively and liaise with other organisations, professionals and colleagues to progress each case promptly and in line with the Council's Equality & Diversity Policy.
- e) Carry out financial means tests on relevant applications, and where appropriate work with colleagues in respect of applying Land Charges.
- f) Ensure that IT systems and records are regularly reviewed and kept up to date to ensure that case notes are accurate and can be used effectively by the whole HIA team.
- g) Effectively manage the workload by monitoring the performance of projects to ensure output targets are met and gathering accurate information as required.
- h) Support the promotion of the project and ensure widespread publicity through the production of leaflets, attending groups and events, media coverage and being responsible for keeping web pages up to date.
- i) At all times, promote and maintain an active approach to own health and safety, and that of any colleagues, contractors and customers.
- j) Contribute to the development and promotion of the Agency by developing good technical practice and procedures; showing commitment to its values, mission and diversity statements; being aware of and working to develop the HIA Business Plan and working co-operatively with colleagues.
- k) Keep up to date with developments in relevant fields of work, good practice and carry out research as required.
- l) The post holder will actively assist the council in meeting current and emerging requirements of Equality legislation and comply with measures that are introduced to ensure equality of opportunity and non-discrimination.

- m) It is the duty of every post holder while at work to take reasonable care for the health and safety of him/herself or any other person who may be affected by his/her acts or omissions at work. No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions. The post holder should also co-operate with the employer so as is necessary to ensure statutory provisions are complied with.
- n) Every post holder has a general duty to have regard to the need to safeguard and promote the welfare of children. This post does not have specific safeguarding duties.
- o) Every post holder has a general duty to ensure that data used is accurately recorded and collected and should be aware of data protection requirements. This post holder is responsible for maintaining databases for housing services including Flare data which include personal, financial and sensitive information.
- p) As a local authority employee there is a requirement to respond to and to assist with the management of an emergency incident as defined by the Civil Contingencies Act 2004. Responsibility for specific emergency response roles is detailed in the Eden District Council's Emergency Plan. These exceptional circumstances could be within or outside of normal working hours.
- q) The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Transport Requirements:

This post currently is currently designated as a Casual Car User post. The car user status of any post is reviewed periodically (generally every three years).

Working Patterns:

Hours are generally worked during normal office hours and subject to the Council's Flexible Working scheme, by agreement.

Working Conditions:

The post is normally office or home based, subject to agreement. There is a requirement to carry out occasional site inspections and the postholder would be required to travel independently to residential premises.

Political Restrictions:

This post is not deemed to be a politically restricted post.

Person Specification

| Essential (E) and Desirable (D) qualities required | Evidence |
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| Job Knowledge and Qualifications | |
| A minimum Level 2 qualification (under the National Qualification Framework) in literacy (equivalent) and numeracy (equivalent) (E) | A |
| Knowledge of Housing and Health and Wellbeing issues (D) | A, I |
| Qualification in Administration, Finance or relevant subject area (D) | A, I |
| Experience | |
| Experience of working in a busy office environment with competing demands (E) | A, I |
| Experience of delivering a high quality service with accuracy and efficiency (E) | A, I |
| Experience of working independently as required (E) | A, I |
| Experience of using Sharepoint, FLARE and Ferret Software (D) | A, I |
| Skills and Competencies | |
| Ability to communicate effectively with a wide range of people including colleagues, members of the public, professionals, contractors and others. This includes written and verbal communication skills (E) | A, I |
| Shows an understanding of the needs of vulnerable residents in the district and deals with all cases in a sensitive and compassionate manner (E) | A, I |
| Strives to deliver a high quality service which is customer focused (E) | A, I |
| Strong organisational and time-management skills, including the ability to prioritise workloads and show a flexible approach to meet tight deadlines (E) | A, I |
| Contributes effectively to the team and works co-operatively with the key partners (E) | |
| Good IT skills with a working knowledge of Microsoft Office particularly Word and Excel (E) | A, I |

| Essential (E) and Desirable (D) qualities required |
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| Physical, Mental and Emotional Demands |
| This job involves contact with people which through their circumstances or behaviour may occasionally place emotional demands on the job holder. |
| Other |
| <p>Applications for flexible working such as job share or part time working will be considered subject to negotiation.</p> <p>No Officer shall undertake any private work or outside engagements which may have any relation to a function of the Council.</p> <p>Officers on Spinal Column Point 29 (Grade H) and above shall devote their whole time service to the work of the Council and shall not engage in any other business or take up any other additional appointment without the express consent of the Council.</p> |
| The Council will consider reasonable adjustments to accommodate applicants with disabilities/or communication difficulties for interview and employment. |

Evidence Key: A = Application Form; I = Interview; E = Exercise