

## JOB DESCRIPTION

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| <b>Post Title: Caseworker-Co-ordinator</b>   |               | <b>Director/Service/Sector:</b> Adult Social Care – Home Improvement Service   | <b>Office Use</b>         |
| <b>Band: 5</b>   |               | <b>Workplace: Foundry House / Agile Working</b>  | JE ref: 4513<br>HRMS ref: |
| <b>Responsible to: Team Manager</b>  |               | <b>Date: Dec 2024</b>  | <b>Manager Level: 9</b>   |
| <b>Job Purpose:</b><br>To provide financial and practical advice and assistance to elderly and disabled service users and families of disabled children to carry out repairs and adaptations to their homes. To administer the Governments Disabled Facilities Grant on behalf of the Local Authority by expediting the financial assessment and formal application process. Provision of administrative and financial processing support for Northumberland Home Improvement Service  |               |  |                           |
| <b>Resources</b>   | Staff         | Supporting Administrative Assistant; induction of new staff at managers' request.<br>Supporting into the minor works service allocating work to minor works technicians as and when required.  |                           |
|  | Finance       | Staff have no responsibility for budgets but have maximum access to service users' personal finances, at times, requiring further investigation into personal and sensitive financial information.<br>Process financial documentation and invoices for the Home Improvement Service  |                           |
|  | Physical      | Daily use of PC and office equipment – including use of laptops requiring intense periods of concentrations, hand-eye coordination and manual dexterity to ensure accuracy of data input.<br>Frequent use of Computer equipment often working with more than 1 screen at a time.<br>Databases, such as the financial tool Ferrett, which requires accuracy and speed to complete the DFG financial assessment and Case Manager for accurate data recording<br>Frequently driving alone, at times, in isolated places and /or inclement weather.<br>Dealing with sensitive and complex situations<br>Occasionally taking delivery of materials to the office. |                           |
|  | Service Users | Service users and families of disabled children who have been assessed as needing adaptations to their homes. Power of Attorney or deputies of service users who are assessed as not having capacity<br>Also, internal and external stakeholders, e.g. Contractors, Front of House services, Health and social care professionals,   |                           |
| <b>Duties and key result areas:</b>  |               |  |                           |
| <ol style="list-style-type: none"> <li>1. In all aspects of the organisations work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement</li> <li>2. Acting as an ambassador for Northumberland County Council, promoting its role and achievements, internally and externally, following the Council's values</li> <li>3. To ensure compliance with organisational policies and procedures</li> <li>4. On receipt of referral, search computerised records, checking for existing service user details and amending as required</li> <li>5. To visit elderly, disabled service users, families of disabled children and low-income households to discuss their housing needs and ways of meeting those needs. Where applicable signpost service users to other organisations or relevant organisations appropriate to their needs.</li> <li>6. To undertake a comprehensive financial assessment with the relevant disabled person or persons to establish their entitlement to grant funding, adhering</li> </ol> |               |  |                           |

to set formulas and allowances relevant for the Housing Grants Calculation.

7. To advise service users on their entitlements and the financial help available to fund works to their properties, including grants, loans, charitable and benevolent fund donations, discretionary funding etc, and assist them in the making of applications as appropriate.
8. Provide reassurance and concise feedback to all concerned, internal and external partners, with the relevant case and adhere to all codes of practice, legislation to accomplish proficiency within your role and organisation.
9. Respect service user choice and confidentiality when handling their private and sensitive information.
10. Operate within guidelines set within the Housing Grants, Construction and Regeneration Act 1996 for the provision of adaptations which is appropriate and necessary for the disabled person and reasonable and practicable for the dwelling in accordance with the tenure of the property.
11. Assist the service user to understand the relevance of all paperwork in relation to the grant application process. Operate within permitted timescales ensuring all relevant information and data is gathered and inputted in accordance with the HIS policies and procedures.
12. Integrate positive outcomes within the disabled facilities grant calculation enhancing service user eligibility to grant entitlement.
13. Undertake Welfare benefit checks, where applicable, and explain, advise and assist service users to receive their entitlement to disability and mainstream benefits.
14. Periodically review referrals and follow up any outstanding actions, escalating to team manager as and when required.
15. Liaise with Social Housing Providers and Private Landlords offering guidance and information when requesting their formal permission for an adaptation to proceed.
16. Provide Team Manager with case progress reports and support with monitoring of service performance.
17. To ensure comprehensive records relating to Service Users are maintained accurately, updating as required.
18. Ensure all relevant DFG documentation is in place prior to seeking grant approval, works commencing and issuing start documents; also, all relevant documentation is in place prior to DFG completions being carried out
19. Follow DFG payment procedure to request authorisation on Grant Approvals, Re-Approvals and Payments from the Executive Director – Adults, Ageing and Wellbeing
20. Liaise with Health and Social Care professionals and Contractors to update any changes relevant to service users' information, confirm approvals, start dates and request sign offs.
21. Be a first point of contact for the service with telephone and email enquiries from service users, referrers and external partners, including complaints, difficult situations or abusive callers, dealing with them in a professional, calm manner, troubleshooting problems to find solutions where possible or escalating to manager as appropriate in line with organisational policies and procedures
22. Book invoices into the system in a timely manner to ensure prompt payment to external contractors and suppliers.
23. Ensure invoice costs match up prior to processing any payment, complete monthly reconciling correcting any errors and omissions, liaise with suppliers as necessary, monitoring variation documentation is in place and liaise with our departmental accountant regarding any errors or concerns.
24. Prepare End of year Journal transfer for DFG budgets
25. Be aware of service KPI's and be instrumental in achieving these.
26. During busy periods, when working alone, use knowledge, experience, and questioning skills to prioritise work.
27. Work with team manager to deliver service specific induction training for new staff into the service, on service specific systems, processes, and

procedures.

28. Support into the minor works team as required to schedule minor works referrals, telecare installations and Handyperson jobs across Northumberland to suitable minor works technician or contractors, paying attention to due dates, geographical location and job status to ensure delivery in a time effective manner to minimise time and travel.
29. To have full use and understanding of service specific systems used for logging and scheduling minor works jobs.

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 extent of the post and the grade has been established on this basis.

**Work Arrangements**

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| Transport requirements: | Frequent travel throughout the County                                |
| Working patterns:       | 37 hours per week Monday to Friday. Flexible working hours may apply |
| Working conditions:     | Office based.  |

Northumberland County Council  
**PERSON SPECIFICATION**

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| <b>Post Title:</b>   | <b>Director/Service/Sector:</b>  | Ref: 4513        |
| <b>Essential</b>   | <b>Desirable</b>   | <b>Assess by</b> |
| <b>Qualifications and Knowledge</b>  |  |                  |
| <ul style="list-style-type: none"> <li>• A good standard of general education</li> <li>• Excellent communication skills</li> <li>• Competent in using a variety of Information Technology applications</li> <li>• Willing to undertake appropriate training</li> <li>• Knowledge of the Welfare benefits system</li> <li>• Knowledge of work order systems, schedule of rates invoicing processes.</li> </ul>  | <ul style="list-style-type: none"> <li>• Education to degree level.</li> <li>• Knowledge of terminology and abbreviations used by organisations including The Department of Working Pensions surrounding means-tested benefits.</li> <li>• Knowledge of various benefit allowances and conditions that may assist with entitlement to a grant.</li> <li>• Full awareness of safeguarding and ability to demonstrate appropriate actions to take when concerned or concerns raised</li> <li>• Basic awareness of the Mental Capacity Act and how to apply this when accessing personal and sensitive financial information</li> <li>• Good working knowledge of Housing Grants, Construction and Regeneration Act 1996</li> <li>• Excellent working knowledge of the Disabled Facilities Grant Application process</li> </ul> |                  |
| <b>Experience</b>  |  |                  |
| <ul style="list-style-type: none"> <li>• Evidence of experience working with elderly/disabled people</li> <li>• Evidence of ability to work with families of disabled children</li> <li>• Experience of dealing with the public by telephone and face to face</li> <li>• Proven experience in verbal and written communication, including adapting communication skills to suit the audience.</li> <li>• Ability to deal sympathetically and effectively with service users and/or their families/carers</li> <li>• Experience in maximising benefits</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working with outside agencies and health and social care professionals</li> <li>• Experience of using Ferret Information Systems.</li> <li>• Experience of using Case Manager</li> <li>• Processing invoices on Oracle</li> <li>• Working in housing/repair/adaptations environment</li> <li>• Dealing with service users with complex needs and challenging situations</li> </ul>  |                  |
| <b>Skills and competencies</b>   |  |                  |
| <ul style="list-style-type: none"> <li>• Ability to work well under pressure in order to meet deadlines as dictated by performance indicators</li> <li>• Show initiative and demonstrate a willingness to accept responsibility.</li> <li>• Administration skills - Ability to input, extract, interpret and record information</li> </ul>   | <ul style="list-style-type: none"> <li>• Having full awareness of own safety and knowing when to remove self from difficult, volatile situations</li> <li>• Ability to work with accuracy and speed to finalise outcomes and results</li> </ul>  |                  |

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| <p>from computerised systems</p> <ul style="list-style-type: none"> <li>• Take responsibility for continuously developing and supporting your own knowledge/skills/training needs.</li> <li>• Ability to identify and respond to service users requirements.</li> <li>• Flexible approach to work and the ability to work across functions.</li> <li>• Demonstrate good planning and organisational skills relating to administration, demand, capacity and resource allocation.</li> <li>• Excellent communication and interpersonal skills with the ability to fully explain the rationale for delving deeper into personal and sensitive financial information especially when service users are reluctant to share this information</li> <li>• Ability to work as part of a team and autonomously to organise own workload, Self-motivated, enthusiastic and committed</li> <li>• Organisational and time management skills</li> </ul>  | <ul style="list-style-type: none"> <li>• Proven ability to apply diplomacy, tact, influencing and negotiation skills with service users and/or their family/carers on a daily basis</li> <li>• Ability to deal with and act appropriately with distressed and upset individuals in unpleasant situations</li> <li>• Strong customer focus with proven skills in exchanging information, including financial data, with service users who may have complex needs</li> <li>• Excellent analytical skills and sound judgement</li> </ul> <p>+</p> |  |
| <p><b>Physical, mental, emotional and environmental demands</b></p>   |  |  |
| <ul style="list-style-type: none"> <li>• Able to use own initiative, self-motivated, organisational skills and multitasking.</li> <li>• Lengthy periods of concentration, mental attention with regular pressure from interruptions and conflicting demands.</li> <li>• Deal with many varied situations and analyse complex information making on the spot decisions and finding solutions often involving several organisations, using initiative and working alone.</li> <li>• Ability to work calmly and under pressure.</li> <li>• Frequently driving for long period of time alone, at times, in isolated places with no or minimal network coverage and /or inclement weather.</li> <li>• Lone working for long periods of time regularly dealing with sensitive and complex situations without supervision</li> <li>• Long periods of time spent sitting at a workstation requiring periods of enhanced mental concentration, when deciphering through the complexities of the grant financial assessment and formal application process</li> <li>• Understand the need for confidentiality</li> <li>• Ability and willingness to take on any role of a team member to meet service need</li> </ul> | <ul style="list-style-type: none"> <li>• Frequent exposure to disagreeable service users.</li> <li>• Frontline staff, subject to service users, family members and referrer demands</li> <li>• Ability to work with sensitive and distressing situations that overwhelm service users and their families.</li> <li>• Dealing with irate service users and/or their families, during difficult, emotional and demanding situations on a regular basis</li> </ul>  |  |

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| <b>Motivation</b>  |  |  |
| <ul style="list-style-type: none"> <li>• Work with minimal supervision</li> <li>• Helps Managers create a positive work culture in which diverse individual contributions and perspectives are valued</li> <li>• Dependable, reliable and good timer keeper</li> <li>• Encourages and displays high standards of honesty, integrity, openness and respect others</li> <li>• Proactive approach to problem solving and customer care</li> </ul> |  |  |
| <b>Other</b>   |  |  |
| <ul style="list-style-type: none"> <li>• Must be able to meet the travel requirements for the post</li> <li>• Hold a full and valid UK driving licence</li> </ul>  |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits