

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title: Northumberland Armed Forces Case Worker</b>		<b>Director/Service/Sector: Housing and Public Protection</b>		<b>Office Use: JE Ref: 4122</b>
<b>Band: Band 6</b>		<b>Workplace:</b>		
<b>Responsible to: Customer Engagement and Sustainability Manager</b>		<b>Date: February 2022</b>	<b>Manager Level</b>	
<b>Job Purpose:</b> To provide overall direct support and advice to the Armed Forces Community and their families in Northumberland in relation to support services available and housing options. Provide advice and signposting for debt, rent arrears, council tax arrears as well as access to mental health support and employability. To work in partnership with all other relevant agencies and stakeholders to enhance the experience of the client utilising this service.				
<b>Resources</b>	Staff	None		
	Financial	Identify funding opportunities to further enhance the existing service. To manage a small budget of up to £1k in order to assist and help clients in emergency situations.		
	Physical	Shared responsibility for the safe keeping of valuable and confidential documents e.g., personal financial and benefit documentation. Abide by all information governance and related requirements. Shred responsibility of office equipment. Handling and processing significant bodies of corporate data and responsibility for the collation of information to contribute to the development of the service and improvements in delivery.		
	Clients	Serving and non-serving Armed Forces Personnel, Veterans, Reservists, Armed Forces Support Organisations , Elected members, Staff throughout the council, local residents, external partners, providers and stakeholders		
<b>Duties and key result areas:</b>  <ol style="list-style-type: none"> <li>1. Execute safeguarding protocols as out lined within NCC where necessary</li> <li>2. Establish and develop good working partnerships with all relevant agencies and stakeholders</li> <li>3. Provide the relevant emotional support and advice to all clients and their families, especially in those cases which are particularly complex</li> <li>4. Explore the relevant funding streams in order to support clients with the appropriate financial help</li> <li>5. Keep accurate records of those in the Northumberland Armed Forces Community who have accessed the service and provide verbal reports on performance on a regular basis</li> <li>6. Provide one to one advice and outreach support in relation to housing, resettlement, training, education, employment, benefits, injury compensation and other issues.</li> <li>7. Prioritise work load in order to ensure all clients receive a fair, open and transparent service.</li> <li>8. Conduct risk assessments and ensure that they are understood and rigorously followed to ensure healthy and safe working practices.</li> <li>9. Assist in the preparation of bids for potential funding</li> <li>10. Maximise the expertise and enlist the help of other support services within Northumberland County Council to ensure all clients get the full benefit from the service.</li> <li>11. Maintain your knowledge of the Armed Forces Covenant and relevant national government documentation to ensure statutory obligations are fulfilled.</li> <li>12. Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues.</li> <li>13. Maintain appropriate legal documentation and work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.</li> <li>14. Keep up to date with armed forces charitable organisations to maximise funding and financial support for clients.</li> <li>15. Develop and maintain good working relationships with other Social &amp; Private sector Housing providers within Northumberland</li> <li>16. Represent the service and the Local Authority at a Local and National Level</li> </ol>				

17. Liaise and arbitrate with tenants, elected members, clients, support services and Directorates of the County Council.
18. Handling of sensitive data and dealing with sensitive issues. Occasionally attendance may be required at safeguarding and multi-agency meetings
19. Keep up to date with legislation, regulations and good practice associated with the role.
20. Promote the Council internally and externally so as to ensure a positive image.
21. Promote the service by advising on and developing information and publicity material
22. Identify and refer concerns in relation to child protection and vulnerable adults in line with safeguarding policy and protocols with the support of the Manager.
23. Assist in the delivery of training and awareness raising sessions about the service for colleagues and partners.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Postholders 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**

Transport requirements:	Travel to area offices, home visits or training venues throughout the County on a routine basis and further afield on occasion.
Working patterns:	Normal working week, Monday to Friday, with some early mornings, occasional evening working
Working conditions:	Significant exposure to difficult situations involving clients personal and traumatic circumstances

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**PERSON SPECIFICATION**

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<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>			
<p>A good general education demonstrating numeracy and literacy 5 GCES or equivalent at Grade9-4 including Maths and English An understanding of the key health and safety issues relating to the service. In-depth working knowledge of professional theory, practice and procedures. Knowledge of current international laws, regulations, policies, procedures, trends, and developments in relation to the Armed Forces and Ministry of Defence. A good understanding of the use of technology Actively undertaking ongoing continuous professional and personal development. Demonstrates an awareness and commitment to proactive customer care and services. Evidence of ongoing personal development. Knowledge of Safeguarding processes and procedures</p>			
<b>Experience</b>			
<p>Time spent in the Armed Forces or experience of working with Armed Forces Experience in working collaboratively with service users. Experience in engaging effectively with others and building productive partnerships. Experience of implementing and monitoring safe systems of work to comply with Health and Safety policies. Experience of identifying funding applications Experience of managing and supporting people whose circumstances can be distressing and traumatic Proven track record of effective networking Experience of representing organisations at a Regional and National level. Experience of using ICT including Microsoft Office packages</p>			
<b>Skills and competencies</b>			
<p>Ability to prepare written, verbal and other media that are rational, convincing and coherent. Effectively expresses own views using appropriate means depending upon the audience. Ability to communicate effectively and appropriately to a number of audiences, including colleagues, customers, partners and members. Capable of conveying complex information clearly to individuals and groups.</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively Ability to work methodically and systematically.</p>			

<p>Adopts a collaborative approach to work</p> <p>Strong interpersonal and communication skills, including the ability to consult, negotiate, persuade and influence others to adopt an alternative point of view.</p> <p>Numerate and able to prepare business related statistics.</p> <p>Applies a methodical approach to problem solving.</p> <p>Ability to organise own workload</p> <p>Remains calm and logical in stressful and difficult situations.</p> <p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Proactive and achievement orientated.</p> <p>Able to apply own initiative to overcome day-to-day operational problems.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Normally works from a seated position but with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness with ongoing periods of enhanced concentration.</p> <p>Extensive contact with public/clients facing personal challenges, mental health issues, trauma and crisis.</p> <p>Ability to deal with situations and information which may place significant emotional demands on the postholder.</p> <p>Ability to cope with emotional demands and occasionally dealing with members of the public or others who are angry or exhibit challenging behaviour and who in some instances are experiencing personal challenges, mental health issues and trauma.</p> <p>Flexibility</p> <p>Ability to work under pressure</p> <p>Lengthy periods of enhanced mental attention.</p>		
<b>Motivation</b>		
<p>Dependable, reliable and a good timekeeper.</p> <p>Customer focused and able to deliver within tight timescales.</p> <p>Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated</p> <p>Able to work with minimum supervision.</p> <p>Work out of hours</p>		
<b>Other</b>		
<p>Able to meet the transport requirements of the post.</p> <p>Able to work outside of normal office hours including weekends, evenings and possibly some early mornings.</p>		

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