

JOB DESCRIPTION

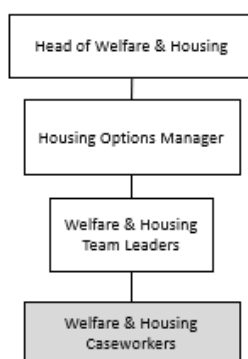


Job Title	Welfare and Housing Caseworker		
Salary	£28,785 to £32,878 plus £609 London Weighting		
Directorate:	People	Section/Location:	Welfare & Housing Service Time Square
Grade/Salary Range:	BG-G, SCP 25-30	Work style:	Home Flex

Key Objectives of the role

- To maximise the income of households and to enable households to access and secure housing which meets their needs, is sustainable and maximises their independence.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To interview customers so as to establish what their needs are in terms of maximising their income and securing housing that secures their independence.
- To establish the welfare and housing options available for the customer in terms of advice on benefits that the customer is eligible for, advice on the impact of taking employment on existing benefit entitlement, advice on prospects for securing affordable housing in line with the Council's allocation policy, the customers ability to secure private rented housing and low cost home ownership.
- To advise customers on the consequences of the options that has been established to maximise their income and sustainable housing solution
- To work with customers to solve their problems in relation to their income and housing situation.
- To provide advice to customers on improving their financial management and budgeting ability and to identify ways in which customers can improve their financial

circumstances by reducing household expenditure and supporting customers in the actions to achieve this (for example switching utility providers).

- To work with customers to reach an agreed way forward to maximise their income and solve their housing problem.
- To advise and help customers make applications for housing, welfare benefits, loans from the Council, agreements to repay debts.
- To undertake assessments of homeless applications, housing register applications, housing and council tax benefit applications and crisis grants and home emergency grant applications and discretionary housing payments.
- To liaise with services within the Council, external agencies and customers' employers so as to assess applications.
- To maintain contact with customers as necessary to ensure they are advised of the implications of changes in circumstance and to ensure changes in circumstance are assessed in relation to housing and welfare benefit applications.
- To identify potentially fraudulent applications and refer to the appropriate body to investigate.
- To provide advice to a manager to enable responses to councillor, MP and external enquiries about customers.
- To adhere to policies and procedures relating to the Safeguarding of Children, Young People and Vulnerable Adults.

Scope of role

The post holder will be expected to make decisions on expenditure within set parameters for the Council's discretionary welfare budgets.

The post holder may be required to visit vulnerable households in their homes and will be required to use Council laptops in that context which will hold category 3 level information.

The post has significant impact on customers as failure to identify and enable customers to secure the maximum income will jeopardise the customers housing situation. The impact on the Council is that if customers' problems are not resolved via effective advice and processing of applications homelessness will increase at great budgetary impact for the Council and subsidy in relation to welfare benefits reduced again creating budgetary impact. The impact of the post on the community will be via those households who are helped to buy a home thus supporting the housing market and helped to enter employment thus helping the local economy.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	A good level of education so that financial assessments and calculations can be undertaken and also good written abilities to produce decisions reports and letters for customers.	<p>IRRV qualification</p> <p>CIH qualification</p> <p>Debt Advisor qualifications</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Knowledge of welfare benefits both national and local discretionary benefits and eligibility.</p> <p>Knowledge of council tax schemes, liabilities and exemptions.</p> <p>Ability to process housing applications and welfare applications and changes of circumstances via relevant IT systems.</p> <p>Ability to manage and prioritise a varied case load of work.</p> <p>Knowledge of financial assessments and ability to undertake them.</p> <p>Knowledge of ways in which household running expenditure can be reduced such as advice on energy efficiency.</p> <p>Knowledge of housing options including affordable housing, private rented sector, low cost home ownership and mortgage rescue.</p> <p>Experience of interviewing customers to gain a full understanding of their needs.</p> <p>Experience of explaining options and the consequences to customers.</p> <p>Experience of problem solving with customers and gaining agreement to a course of action.</p> <p>Experience of signposting and supporting customers to external agencies and charities for support or to agree debt repayments.</p>	<p>Knowledge of Welfare Benefit Legislation and Regulations.</p> <p>Experience of Northgate assessment software</p> <p>Knowledge of housing law especially Housing Act 1996 as amended by Homelessness Act 2002 and the Homelessness Reduction Act 2018</p> <p>Knowledge of family/matrimonial law.</p>

Experience of providing emotional support to customers who are faced with difficult/challenging situations.

Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.

**Work-related
Personal
Requirements**

Experience and ability to be empathise with customers.

Good listening skills.

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

**Other Work
Requirements**

A satisfactory enhanced Disclosure and Barring Service check.

The ability to converse easily with members of the public and respond effectively to questions in spoken English

KEY CRITERIA

ESSENTIAL

DESIRABLE

Role models and demonstrates the Council's values and behaviours



All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.