

## Job description

<b>Job title:</b>	<b>Disabled Facilities Grant (DFG) Minor Works Case Worker</b>		
<b>Directorate:</b>	<b>People</b>	<b>Salary:</b>	<b>£30,753 - £36,141 per year</b> Including: £729 London Weighting
<b>Section:</b>	<b>Early Help and Communities - Housing</b>	<b>Grade:</b>	<b>BG-H, SCP15 - 24</b>
<b>Location:</b>	<b>Time Square</b>	<b>Work style:</b>	<b>Flexible</b>

### Key objectives of the role

Deliver high-quality services to internal and external customers, enabling adaptations that promote safe, independent living for disabled and vulnerable residents in their homes.

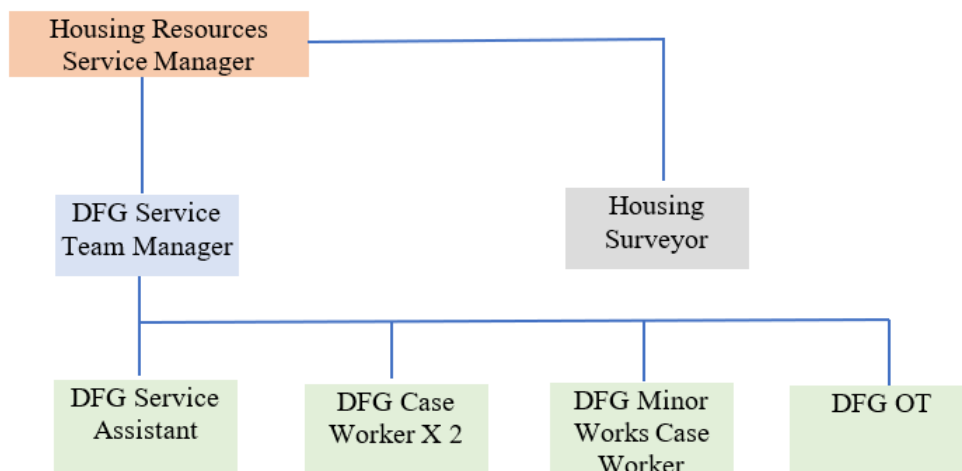
Facilitate timely and effective access to appropriate services, working collaboratively with professionals to support informed decision-making and ensure adaptations align with assessed needs, typically identified by an Occupational Therapist (OT).

Contribute to ongoing service improvement, enhancing outcomes and customer satisfaction through a seamless, customer-focused experience.

Provide a comprehensive, flexible, and responsive service that is sensitive to individual needs.

Support and empower clients, promoting dignity, choice and independence.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

### 1. Discretionary Grants Management

- Coordinate the end-to-end process for all discretionary grants in line with established procedures, including eligibility checks, application processing, financial assessments, approvals, monitoring, and closure.
- Prepare funding agreements using approved templates, ensuring applicants understand their financial contributions, payment responsibilities, and any associated conditions.
- Verify supporting financial documentation (e.g. income, savings, benefits, and expenditure), ensuring fair and consistent assessments in line with local policy. Refer discrepancies or complex cases to Case Officers or Managers for review.
- Provide clear and sensitive explanations to applicants regarding means-tested outcomes, repayment responsibilities, and required contributions.
- Act as the first point of contact within the DFG service for routine enquiries relating to discretionary-funded works, escalating issues where appropriate.

### 2. Financial Assessments & Funding Agreements

- Conduct financial assessments in accordance with the Council's discretionary grants policy.
- Calculate applicant contributions using approved frameworks and tools, ensuring accuracy, consistency, and transparency.
- Prepare written financial summaries for review by Case Officers and Managers, highlighting key risks or affordability concerns.
- Ensure all decisions are fully evidenced, documented, and audit-ready, with appropriate case notes.
- Issue approved funding agreements and provide clear explanations, ensuring customers understand the implications before works commence.

### 3. Support to DFG Case Officers

- Provide administrative and coordination support to Case Officers to support efficient case progression.
- Prepare and issue formal documentation, including approvals, notices, and schedules of works.
- Monitor key stages, follow up on outstanding information, and update case management systems accordingly.
- Liaise with Occupational Therapists (OTs), surveyors, contractors, and other stakeholders to support effective case flow.

### 4. Customer & Stakeholder Engagement

- Deliver high-quality customer support throughout the grants process, ensuring clear and empathetic communication.
- Support vulnerable customers with completing documentation and ensure accessibility needs are met.
- Act as a point of contact for routine enquiries and provide timely progress updates.

### 5. Data, Reporting & Compliance

- Maintain accurate and up-to-date case records in line with GDPR and audit requirements.
- Produce routine reports on grant activity, financial contributions, budgets, and case progression.
- Support policy reviews and contribute to improvements in discretionary funding processes.

### 6. Continuous Improvement

- Identify opportunities to streamline workflows, reduce delays, and enhance the customer experience.
- Contribute to service improvement initiatives relating to financial assessments, discretionary policies, and DFG delivery.

## Scope of role

The DFG Minor Works Case Worker has no line management or budget-holding responsibilities and works under the direction of the DFG Team Manager within established processes and templates.

The case worker is responsible for the day-to-day operational delivery of discretionary Disabled Facilities Grants, including the management of financial assessments and funding agreements in accordance with legislation, regulatory guidance, and local policy. Working under the direction of the DFG Team Manager, the post holder applies developing professional judgement to interpret policy, assess eligibility, calculate financial contributions, and progress cases to appropriate outcomes.

The case worker manages a caseload under general supervision, prioritising work, resolving routine issues, and identifying cases requiring escalation to senior officers. The role supports financial monitoring and audit readiness through accurate case recording, assessments, and case progression.

The role involves regular interaction with vulnerable customers and a wide range of internal and external stakeholders, including occupational therapists, surveyors, and contractors. Effective communication in written and spoken English is essential to explain financial and technical information clearly, manage expectations, and ensure informed consent prior to works commencing.

Decisions taken within the role have a direct impact on customer outcomes, service performance, and the council's ability to meet its statutory and discretionary duties. The post holder is required to manage sensitive information, comply with data protection and safeguarding responsibilities, and contribute to service improvement through feedback, reporting, and the identification of process efficiencies.

### **This role:**

- Reports to the DFG Team Manager
- Works closely with colleagues across social care as well as with contractors and customers.
- Carries out home visits where needed, alone or with OTs/colleagues/partners.

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
<b>Skills and qualifications</b>	<p>Basic education to “GCSE” level standard or equivalent including English and Mathematics.</p> <p>Experience of working in a customer focused environment, demonstrating transferable skills in case management, administration, financial processing, or a related field. This may include experience within private sector housing (including new builds), social care, environmental health, or other public or voluntary sector roles, where transferable skills and relevant knowledge can be demonstrated.</p>	<p>Awareness of Disabled Facilities Grant and related legislation .</p> <p>Experience working in local government, housing adaptations, or social care.</p> <p>Basic understanding of housing construction or adaptation works.</p> <p>Familiarity with DFG legislation and benefits systems (e.g., using software such as Ferret for means testing)</p>
<b>Competence summary</b> (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Strong organisational skills and ability to manage multiple cases simultaneously.</p> <p>High level of accuracy and attention to detail.</p> <p>Excellent communication skills, both written and verbal.</p> <p>Ability to work with vulnerable customers empathetically and professionally.</p> <p>Good IT skills and experience using case management or CRM systems.</p> <p>Ability to follow policy and procedures consistently and seek guidance when cases fall outside standard parameters</p> <p>Experience of working in a customer focused environment, demonstrating transferable skills in case management, administration, financial processing, or a related field.</p>	<p>Experience supporting financial assessments within set frameworks.</p>

<b>Work-related Personal Requirements</b>	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. This post is exempt from the Rehabilitation of Offenders Act 1974.
	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.
	The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.
<b>Role models and demonstrates the Council's values and behaviours</b>	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.
	We make our values real by demonstrating them in how we behave every day.

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

