

**Job Description**

**Job Title: Casework Support Officer**

**Salary Grade: Grade 2**

**SCP: 5 - 6**

**Job Family: Business Support**

**Job Profile: BS 3**

**Directorate: Neighbourhoods Directorate**

**Work Environment: Agile**

**Reports to: Senior Caseworker**

**Number of Reports: N/A**

**Purpose:**

To provide a range of technical, clerical, financial, statistical and support services to internal and external customers in the delivery of Discretionary Housing Payments and Local Welfare Provision in accordance with developed systems, statutory procedures, legislation, corporate standards and policies.

**Main Duties and Responsibilities:**

* To assist with the allocation of claims for Discretionary Housing Payments (DHP) and Local Welfare Provision (LWP) that comes into the Service.
* To support the caseworkers in the processing of DHP claims by carrying out a Quality Check on all applications received.
* To support the caseworkers in the delivery of LWP which includes the ordering of goods.
* Provide relevant and accurate information to customers, colleagues and partner organisations, delivering services to the required standard, whilst ensuring complex issues are escalated to the appropriate manager.
* Engage and liaise with internal and external departments and organisations in relation to DHP and LWP.
* To collate and record accurate statistical information on the performance and demand of the team.
* To manage, maintain and monitor their own workload in order to meet identified targets and deadlines, in accordance with current standards and procedures.
* Ability to work independently and / or as part of a team to ensure work is carried out in a timely, professional and accurate manner.
* Use of MS office applications such as word and excel for creating and maintaining spread sheets.

Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council .

Comply with the principles and requirements of the Freedom of Information Act 2000.

Comply with the Council’s information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.

Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.

Comply with the principles and requirements in relation to the management of Council records and information ; respect the privacy and personal information held by the Council.

**Author: A Gardner**

**Date: 06.08.2019**