2021 VAC 211

**Job Description**

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| **Job title** | **Casework Support Officer** |
| **Grade** | Grade 2 |
| **Service/Team** | Welfare Rights Service |
| **Main purpose of job**  | 1. To support the operating model of the Welfare Rights Service (WRS), including key service workflows including referrals in/out, validation, allocation, and elements of casework, including providing cover for the existing full time CSO
2. To triage and deliver basic crisis support for referrals between the Welfare Reform Service and Welfare Rights Service
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| **Key responsibilities**  | 1. To act as the first point of contact for the WRS service (This includes answering calls, receiving voicemails, post and emails).
2. To triage / validate new referrals and contacts and follow the workflow to ensure a full assessment can be undertaken.
3. To assesses and prioritises client’s needs at the initial point of contact.

 1. To create case records within the electronic case management system.
2. To organise emergency assistance in consultation with the Team Manager.
3. To support the appeal allocation process, including diarising dates and collation of appeal bundles .
4. To support specific elements of case management including outcomes, case reviews and case closure.
5. To support the compilation of statistical information/reports regarding the service activities.
6. To support the analysis of information, in relation to demand management, casework trends, customer satisfaction including appropriate consultation and feedback.
7. To be responsible for processing purchasing requests and recording delivery notes.
8. To triage and deliver basic crisis support for referrals between the Welfare Reform Service and Welfare Rights Service using defined processes and guidance.
9. To carry out other comparable a functions and tasks to support other BAIS/SAS services.
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| **Key tasks**  | 1. To triage / validate new referrals and contacts and follow the workflow to ensure a full assessment can be undertaken.
2. To create case records within the electronic case management system.
3. To organise emergency assistance in consultation with the Team Manager.
4. To support the appeal allocation process, including diarising dates and collation of appeal bundles.

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| **Responsible for staff/equipment**  | Not Applicable |
| **Other duties/specific policies.** | 1. The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
2. The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
3. The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
4. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
5. To 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
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