

Post Specification

Date	May 23
PG Number	7625
Post Title	Case Management Officer Level 3
Job Family	Business Support
Job Family Role Profile	BS8
Final Grade	8

To be read in conjunction with the Job Family Role Profile.

Service Area Description

Case Management is to act as the single point of contact throughout the customer journey. Case Management will manage and resolve the majority of cases, owning them through to completing. Casework may be routine or proactive. These roles will focus on delivering high quality and continuously improving services.

These roles are responsible for resolving issues as efficiently and effectively as possible on a wide range of the more technical, statutory and non-statutory, services, initiatives, activities and projects.

This empowered and multi-skilled team will manage service requests, using technical knowledge, business rules, statutory guidance, systems and processes in place and following workflows.

Once a case is progressed to Case Management this role will act as the single point of contact for the customer on that case and will be responsible for resolving the case. Where a case is considered to be complex or contentious it is referred to a Specialist for guidance and advice.

Purpose of this post

All Levels

Working on a professional and integrated case management basis, Case Management Officers will respond to and seek to resolve service requests from external and internal customers using technical knowledge, business rules, statutory guidance, systems and processes and following workflows in place.

Case Management Officers must ensure attention to detail, accuracy and excellent customer focus to deliver high standards of service and seek to resolve cases as quickly and efficiently as possible.

Case Management Officers will promote self-service where appropriate and ensure detailed and accurate records are kept. Cases will cover a wide range of council services across different disciplines.

Case Management Officers will develop the range of skills, knowledge and in some instances, qualifications, required to undertake the role.

Key job specific accountabilities

Key Accountabilities

- Ensuring accurate, professional and timely case management responses is provided to customers
- Ensure policies, procedures and workflows for dealing with all service requests are adhered to
- Assist in ensuring the provision of fit for purpose systems and processes and ensure verification of all supporting documentation
- Ensure strict confidentiality is maintained and data protection rules followed
- Promote knowledge and understanding of case management processes and systems across the Council
- Identify improvements in customer and service provision, identifying synergies between service areas and where work activities overlap, reporting to Team Leaders so work areas can be combined appropriately
- Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team. Ensure that the customer's preferred method of contact is captured and maintained
- Promote customer self-service where appropriate and proactively market the benefits of digital and self-service channels to all customers
- Ensure all customers are treated fairly and support and advice given based on their individual needs
- Share knowledge and experience with others
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved
- Assessing risk, identifying potential fraud and working on complex cases in conjunction with Specialists
- Actively develop and maintain knowledge of Council services, processes and procedures

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities

-

Staff Management Responsibilities

-

Other

-

Essential Criteria - Qualifications, knowledge, experience and expertise

Knowledge, Skills and Experience – **Case Management Officer Level 3:**

- Extensive and demonstrable experience in working in a customer focused, service delivery role
- Proven ability to understand and comply with legislation and regulations in day- to-day business
- Solid understanding of case management approach and experience of dealing with more complex cases and providing multi-disciplinary support
- Proven ability to analyse, problem-solve and respond to requests and understanding when to escalate a case
- Proven ability to be accurate, detailed and professional in approach to work
- Proven ability to deliver high standards and good customer service
- Strong ICT skills and proven ability to learn new systems quickly

Qualifications – **Case Management Level 3:**

- Educated to NVQ level 3 / A Level standard or equivalent experience

Disclosure and Barring Service – DBS Checks

- This post requires / does not require a DBS check – **dependent on the service area.**
- The level of check required is:
 - DBS Basic
 - DBS Standard
 - DBS Enhanced - no barred list
 - DBS Enhanced – Adults
 - DBS Enhanced – Children
 - DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands

-

Physical Demands

-

Working Conditions

-

Other Factors

Leadership Competencies

- Drive Strategic Development
- Bigger Picture Thinking
- Influencing Others
- Developing Self and Others

Core Competencies: All Employees

- Lead and Motivate Others
- Working Collaboratively
- Taking Ownership
- Customer Focused
- Getting Things Done