

Post Specification

Post Specification - Key Information

- **Post Title: Caseworker – Housing Retrofit**
- **Date: January 2025**
- **Post Group Number: 8491**
- **Job Family:**
- **Job Family Role Profile:**
- **Final Grade: BS7**

To be read in conjunction with the job family role profile.

Service Area Description

The Housing Team acts as the Council's housing management and strategic housing function involving housing strategy, private sector housing standards and renewal, discretionary and mandatory grants, housing allocation and homelessness, tenancy enforcement, community led housing, supported and affordable housing, in order that the Council achieves its strategic plan, maintaining and promoting a healthy and safe environment.

This includes:-

- Delivery of comprehensive and efficient Home Improvement Service including a Housing Retro Fit programme
- Promote and maintain a healthy, safe environment for all residents and visitors to W&F.
- Work towards ensuring that everyone has access to decent affordable housing, with adequate support, in a place where they want to live.
- Provide regulatory support and advice to local residents and businesses.
- Regulate Private Sector Housing to minimise risks to tenant's health through effective enforcement.
- Work with Communities to help deliver their aspirations for new and existing homes.
- Work in partnership to improve the health and wellbeing of residents

Purpose of this Post

- To triage customers queries and to advise on Retro Fit programmes and best fit, giving appropriate advice on the options available to help customers make an informed decision
- Liaise with internal colleagues, and contractors to deliver solutions and remove barriers for the customer
- Provide a key worker and liaison service for the client throughout the process, and with all other agencies, contractors etc.
- Where required, monitor the work undertaken by internal colleagues or other staff employed by the agency.
- To assist with the administration of the Retro Fit programmes including maintaining accurate records, performance data,
- To provide administrative support to the team in respect of the programmes, ordering of works, processing payments, performance reporting, budget monitoring, arranging meetings, taking minutes

Key Job Specific Accountabilities

1. Advise customers of the grant assistance available via the Retro Fit programmes, the process, DESNZ policy.
2. Monitor customers applications ensuring information is up to date, accurate and data is secure.
3. Identify other areas of help which may be needed by, or are available to, the customer such referral for DFGs or other assistance.
4. Ensure that the customer understands and is kept informed of all the procedures and practices involved with their particular circumstances.
5. Establish a good working relationship with relevant local authority departments, private landlords, housing and third sector voluntary groups who are in contact with the customer group.
6. Set up systems and maintain the smooth running of the project by ensuring good records are kept on all cases updating computerised records as necessary; maintaining records ; ensuring that financial and case information can be reported on as required.
7. Carry out assessment of Customer applications following the policy set down by DESNZ. This includes financial means tests on relevant applications, and identification of fraud
8. Support the Housing Retro Fit Manager in the promotion of the projects, and ensure widespread publicity through production of leaflets, media coverage and other promotional methods such as talks to groups or attending relevant events.
9. Raising invoices and processing payments which includes liaison with Finance.
10. Keep up to date with developments in relevant area of work, good practice and research and participate in staff meetings and training courses as required.
11. Promote and maintain a customer focus while being aware of, and committed to the promotion of the HIA values, mission and diversity statements in both employment and service delivery.
12. Ensuring all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
13. Carrying out any other duties requested within the employee's skills and abilities whenever reasonably instructed.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None)

Essential Criteria

- **Qualifications:** (Minimum level 2 qualification (or equivalent under the National Qualification Framework) in English Language and Mathematics
- **Knowledge:**
- Knowledge of Housing and Health and Wellbeing issues.
 - Good knowledge of some or all aspects of the service area and housing policy
 - Knowledge and understanding of service standards and performance criteria
- **Experience:**
- Experience of working with the public providing a service
- Experience of Administration work
- Experience developing external partnerships, with other organisations and stakeholders, to deliver key services
- Experience in compiling and submitting data for statutory returns and in relation to funding criteria

- **Expertise:** IT literate with a working knowledge of Microsoft Office, particularly Word and Excel
- Excellent communicator with the ability to challenge and negotiate and engage with a wide range of audiences including dealing with customers in an empathetic way

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is *(remove others not required)*:
 - DBS Basic

Job Working Circumstances

- **Emotional Demands:** Occasionally deals with difficult situations
- **Physical Demands:** Normal office working environment
- **Working Conditions:** Occasional travel around the area so driving licence and access to a car is required
- **Other Factors:** None

Other Factors:

- *This could include e.g. requirement to travel, or requirement to work outside of normal office hours*