

Post Specification

Post Specification - Key Information

- **Post Title: Caseworker - HIA**
- **Date: December 2025**
- **Post Group Number: 8953**
- **Job Family: Business Support**
- **Job Family Role Profile: BS6**
- **Final Grade: Grade 7**

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
- 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 be a named contact for the customer, giving appropriate advice on the options available to help them make an informed choice
- 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 Handyperson Service
- To provide administrative support to the HIA team in respect of HIA grant functions, ordering of works, processing payments, performance reporting, budget monitoring, research etc.

Key Job Specific Accountabilities

- Advise clients of the financial help available, including grants, welfare benefits, equity release, loans and help them obtain the aid to which they are entitled.
- Ensure all stages of work are monitored to a satisfactory completion.

- Identify other areas of help which may be needed by, or are available to, the client such as re-housing, home care, community alarms, other grants etc. and ensure that necessary services are applied for on behalf of the client.
- Ensure that the client understands and is kept informed of all the procedures and practices involved with their circumstances.
- Establish a good working relationship with relevant local authority departments, health services, adult social care, housing and voluntary groups who are in contact with the client group.
- 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 case notes and progress forms; ensuring that financial and case information can be reported on as required.
- Carry out financial means tests on relevant applications, and where appropriate work with colleagues in respect of applying Land Charges. Check final accounts, obtain any certification and copies of guarantees from the contractor & issue to the Landlord.
- Support the HIA Principal Officer in the promotion of the project, and ensure widespread publicity through production of leaflets, media coverage and other promotional methods such as talks to groups or attending relevant events.
- Raising invoices and processing payments which includes liaison with Finance.
- Keep up to date with developments in relevant fields of work, good practice and research and participate in staff meetings and training courses as required.
- Promote and maintain a customer focus while being aware of and committed to the promotion of the Agency's values, mission and diversity statements in both employment and service delivery.
- Ensuring all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
- Undertake such other duties that are required from time to time and are commensurate with this position.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** none
- **Staff Management Responsibilities:** none
- **Other:** none
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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 and Expertise:

- Experience of working with the public providing a service to vulnerable people
- Experience of Administration work
- IT literate with a working knowledge of Microsoft Office, particularly Word and Excel.
- 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

- Excellent communicator with the ability to challenge and negotiate and engage with a wide range of audiences including dealing with vulnerable groups, their families and others in an empathetic way

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Occasionally deals with distressing situations
- **Physical Demands:** normal office working environment
- **Working Conditions:** minimal

Other Factors:

Occasionally, there may be a requirement to travel, or requirement to work outside of normal office hour