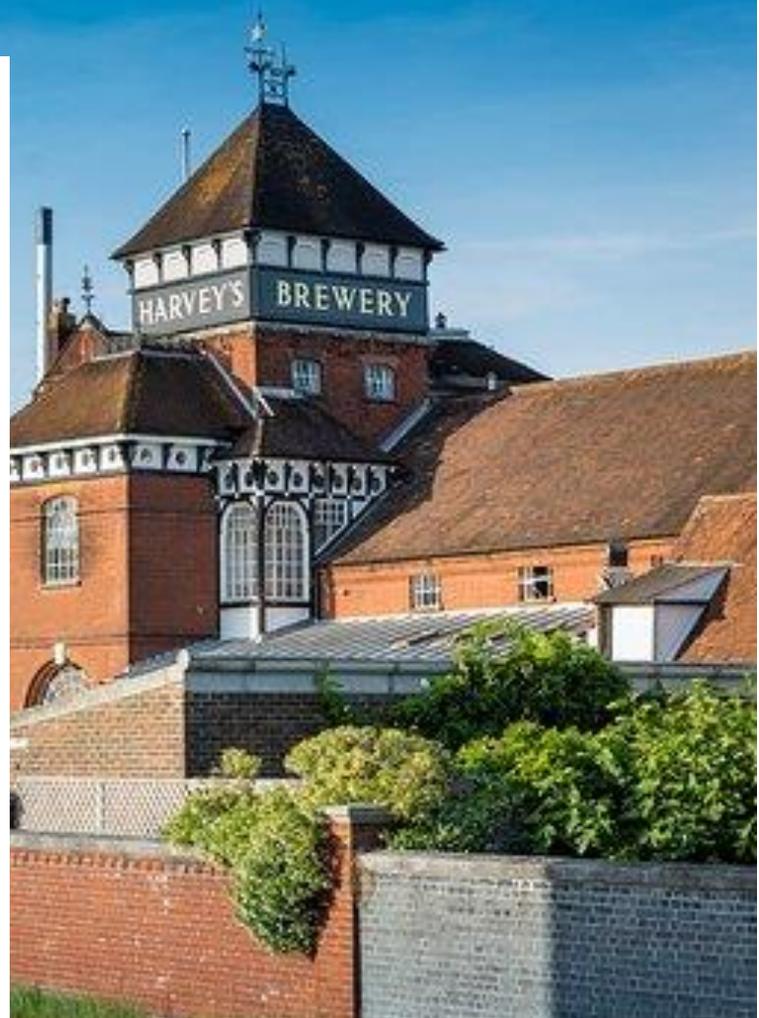


Job Pack

Caseworker Accommodation



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

Post Title	Case Worker (Accommodation)
Service Area	Homes First
Team	Housing Needs and Standards
Grade / salary	C
Reports to	Team Leader
Date prepared	August 2018

Job Purpose

- Assist the efficient, effective and consistent processing and resolution of customer case work, including homelessness, housing options, allocations and rough sleeping, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
- Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage rule-based customer housing needs and standards cases and issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within Housing Needs and Standards using best practice from others where appropriate.
- To provide support for the escalation of service issues.

Key Tasks

1. Casework or supporting leads in partner agencies on a range of homelessness, housing options, allocations and rough sleeping cases, assessing the risk and vulnerability of customers and considering all aspects of the customer's situation in order to provide the best avenue of support.

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2. Assist in the design and development of tools and guidance notes for Housing Needs and Standards area to enable the team to self-serve and widen their knowledge.
 3. To promote, create and implement best use of available social media channels to help increase awareness of the councils' presence in the community.
 4. Access and accurately update all relevant information systems, both customer and back office ensuring that the Golden Customer Record is updated and maintained through verification and validation, and in accordance with Data Protection principles.
 5. Actively develop and maintain a working knowledge of Lewes and Eastbourne Council's services, processes and procedures.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
4. To understand and apply the council's Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.
7. To work within the councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future

- Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them.

Communicating Well

- Knows the strategic direction of the Council and acts in support of it.
- Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.

Driving Improvement, Performance and Results

- Takes responsibility and ownership for decisions, actions and results.
- Takes actions to improve skills, knowledge and level of contribution.

Self Management – self motivated and professional

- Seeks and delivers high standards for self, team and Council.
- Is organised and uses time and technology efficiently. Adopts a flexible approach to change.

Delivering for our Customers

- Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.

Working Together

- Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships.
- Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• Good standard of general education including GCSE at grade C or above (or equivalent) in English and Maths, or qualified by strong relevant experience.	<ul style="list-style-type: none">• Institute of Customer Services (or equivalent).

TRAINING

Essential	Desirable
<ul style="list-style-type: none">• Commitment to undertake continuing professional development.• Commitment to undertake a Customer Services qualification.• Equalities.• Willingness to undertake relevant training.	<ul style="list-style-type: none">• Customer Service.• Health and Safety.

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Able to communicate effectively, (face to face, written and telephone) with customers, colleagues, council officers and external agencies.• Ability to deal with challenging, vulnerable and distressed customers and difficult situations.• Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customer's needs.• Ability to work calmly and sensitively.• To be confident, flexible and the ability to work on own initiative.• Customer focused.• Ability to use IT systems to gather, store and process information.	<ul style="list-style-type: none">• Able to exploit the use of new technology.• Able to work with teams across an organisation to improve services.

<ul style="list-style-type: none"> • Ability to work, support and deliver services within the Councils Comprehensive Equalities Policy. • Ability to use IT systems to gather, store and produce reports and process information. • Negotiation skills. 	
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KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Data protection. • Equalities. • Working knowledge Microsoft Office. • Excellent comprehension of the complex needs of homeless clients, as well as the challenges this presents to agencies who work with them. 	<p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of working in a Customer Services environment.
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EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Dealing with people who may be in crisis. • Experience of successful multi-agency working in a housing or homelessness setting, or experience in letting and property management. 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in a Customer Services environment.
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Ability to undertake site visits. • DBS Clearance. • Willingness to work within the Core Competency Framework. • An engaging, enthusiastic and positive manner with a strong “can do” approach. 	<p>Desirable</p> <ul style="list-style-type: none"> • Ability to travel across Lewes District and Eastbourne Borough.
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

Caseworker Housing Needs and Standards – Role Descriptor

This role is focussed on managing a range of cases and records, undertaking related co-ordination and administration duties in relation to temporary and emergency accommodation:

- Undertaking activity to manage temporary and emergency accommodation as directed by the Senior Caseworker.
- Liaising with internal and external colleagues to assist a customer through referrals, signposting or joint working
- Handling cases and requests for a single customer and supporting Specialists with complex cases.
- Assessing applications and cases against a scripted set of requirements.
- Verification of information, document checking and checking against information already held in the councils' systems.
- Handling casework related correspondence using template letters and forms.
- Collating data and producing reports, including providing and collating data required by other agencies.
- Processing invoices and raising Purchase Orders
- Contributing to preparation of legal cases and attending court, where required.
- Assisting to closely monitor the use of emergency accommodation to ensure it is occupied and that people are aware of the requirement to make regular payment, and consequences of non payment.
- To maximise the income from emergency accommodation placements by ensuring Housing Benefit is in payment and any change of circumstances dealt with immediately.
- Keeping customers informed will include:
 - Acting as the single point of contact for all related transactions and activities or providing support to the lead caseworker when other cases or processes are already underway.
 - Proactively interacting and responding to customers through multiple channels, ensuring their preferred method of contact is captured and maintained.
 - Managing customer interactions promptly and effectively and where required, consult with or refer to Specialists or other teams or external agencies.
 - Recording of detailed case notes in the relevant systems and providing a summary of the case and any recommendations when making a referral.
 - Ensuring all correspondence relating to a customer is imported into their contact record.
 - Actively follow up on overdue open cases to ensure they are updated or closed.
 - Chase customers where further documentation or information is required.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Fixed Term 24 Month contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 6	£20,085	SCP 11	£22,176	SCP 16	£24,483
SCP 7	£20,486	SCP 12	£22,619	SCP 17	£24,973
SCP 8	£20,896	SCP 13	£23,071	SCP 18	£25,473
SCP 9	£21,314	SCP 14	£23,533	SCP 19	£25,982
SCP 10	£21,741	SCP 15	£24,003	SCP 20	£26,502

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be occasional.

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of **one** calendar month, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 5.8% increasing to 6.5% when paid from SCP13