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Role Profile

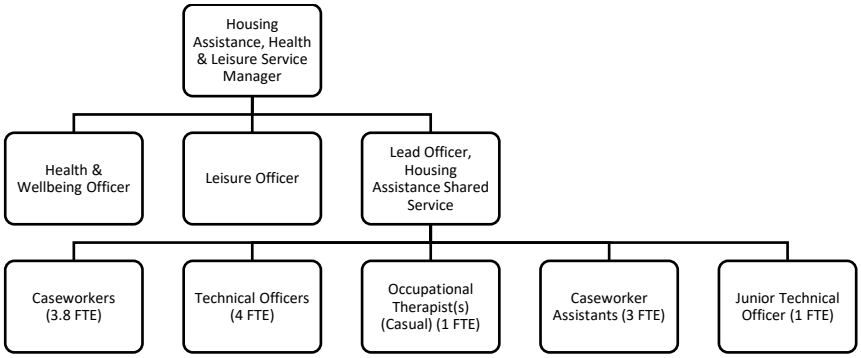
Role Title and Service Area	Caseworker, Housing Assistance Shared Service, Health and Housing		
Role Number	DHH118	**Grade**	F
Date Revised	September 2026	**Politically Restricted**	No
Employment Status (and end date if applicable)	Permanent	**Car Allowance**	Essential
Professional Fee	N/A	**DBS Level (if applicable)**	Enhanced
Hours of Work	37 per week	**Job Evaluation Reference**	A3198

Purpose

- To provide advice, casework support and advocacy to elderly, vulnerable and disabled clients of the Housing Assistance Shared Service who wish to undertake adaptations to their homes.
- To undertake Trusted Assessor assessment of needs for basic adaptations.
- To verify applications for accuracy of information, compliance with the Housing Assistance Policies and Disabled Facilities Grants legislation and procedures
- The Service operates across Cannock Chase, Stafford Borough and South Staffordshire District and the role may be required to deliver services in any of these authority areas.

Team Structure

A structure chart of the team is provided below:



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Key Responsibilities

1. To support clients accessing the Housing Assistance Shared Service, specifically:
    - Complete home visits and comprehensive assessments of individuals in simple and non-complex cases to identify the disabled client's needs
    - Presentation of available options to adapt the client's home. Identifying the most appropriate option taking account of legislation and customer preference, including considering alternative housing
    - Timely delivery of each case, minimising unnecessary delays and taking appropriate action to ensure that targets are met
    - Ensure value for money and delivery within the agreed project budget and financial assistance policy limits
2. To be the main point of contact between clients, contractors and professionals for each case and ensure that the client understands and is kept informed of all the procedures and practices involved in assisting them.
3. To carry out the statutory financial test of resources for applicants of disabled facilities grants, using appropriate ICT systems.
4. To carry out home visits to clients to identify their housing adaptation needs, to maintain regular and appropriate contact with clients during the delivery of an adaptation and to record the case outcomes and client's satisfaction on conclusion.
5. In consultation with occupational therapists and technical officers, identify the most effective specification for each project having regard to the clients' needs and cost.
6. Identify other areas of help which may be needed by, or are available to, the client such as welfare benefits checks, re-housing options, home care services and ensure that necessary services are applied for on behalf of the client.
7. To effectively present options appraisals to colleagues and senior officers both verbally and in writing making clear recommendations for the most appropriate course of action.
8. To collate and verify all necessary information and documents/evidence required to support enquiries/applications for Disabled Facilities Grants or other assistance available through the Housing Assistance Policies.
9. To work with and build close working relationships with all relevant local statutory and voluntary agencies to ensure effective service delivery for clients.
10. To ensure good working relationships with relevant local services (statutory and non-statutory) to identify those clients in the greatest need of support and liaise to arrange necessary respite or extra support during works to clients' homes.
11. To work collaboratively with the Technical Officers to support clients during works to ensure their wishes and needs are fully taken into consideration; and to advocate for the client if a dispute arises with snagging, dilapidation, contractor disputes and client grievance.

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12. To take an active role in the improvement of performance and quality of services provided by the Housing Assistance service and Support the promotion of the service
13. Keep up to date with developments in relevant fields of work, research, best practise and guidance.
14. To ensure that all case activity is effectively and clearly recorded, maintaining accurate detailed records and progress notes on the appropriate ICT systems. To manage the workload delegated by the Lead Officer to ensure output targets are met and that each case is monitored closely
15. Any other duties commensurate with the level of responsibility and skill-set attached to the post as may be directed by the Lead Officer for Housing Assistance Shared Service or Senior Officers.
16. Contribute to the development of good casework practice throughout the service
17. Maintain awareness and take action wherever necessary to contribute to the safeguarding of vulnerable people.
18. Ensure a positive and proactive approach to the management of health and safety across all areas of responsibility.

Communication and Contacts

Key relationships:

- Occupational Therapists;
- Residents of Stafford Borough, Cannock Chase District and South Staffordshire District;
- Contractors;
- Other team members of the Housing Assistance Shared Service;
- Lead Officer Housing Assistance Shared Service;
- Staffordshire County Council;
- Members of Stafford Borough Council, Cannock Chase District and South Staffordshire Council

This communication will relate to the delivery of services to individual applicants, providing advice and guidance, complaint handling and enabling partnership working to achieve the best outcomes for residents.

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Corporate Responsibilities

All employees are expected to perform their duties with honesty, integrity, impartiality and objectivity and:

- Give the highest possible standards of service.
- Do nothing inside or outside working hours which could damage the Council's reputation.
- Behave honestly and act in good faith in all dealings with others.
- Be aware of and follow the Council's policies and procedures.

In addition, all employees are expected to adhere to the Council's values of

- Respect
- Integrity
- Adaptability
- Collaboration

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Person Specification

Role Title	Caseworker	**Grade**	F
Service Area	Housing Assistance Shared Service	**Job Evaluation Reference**	A3198
Role Number	DHH118	**Date Revised**	September 2026

Role Specific Qualifications and Training

Requirements	**Essential / Desirable**
A minimum of 5 GCSE's, including English and Mathematics at Grade C or above or equivalent academic or vocational experience.	Essential
A bachelor's degree or equivalent	Desirable
Trusted Assessor Level 4, or a willingness to complete the training	Essential

Knowledge and Experience

Requirements	**Essential / Desirable**
Experience of working with disabled and/or older people or of providing care and support services to vulnerable people	Essential
Experience of delivering Disabled Facilities Grants or other grant programme(s)	Essential
Experience of managing a large caseload, often at different stages of the adaptations process. Be capable of a timely turnaround of caseload in accordance with service requirements.	Essential

Skills

Requirements	**Essential / Desirable**
The ability to converse at ease with members of the public and provide advice in accurate spoken English.	Essential
The ability to communicate effectively and sensitively with clients who may experience difficulty in communication as a consequence of age or disability	Essential
Excellent general written and verbal communication skills	Essential

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Other Requirements

Requirements	Essential / Desirable
A demonstrable understanding of disabled adaptations and the requirements of disabled people in relation to access to and around the home.	Essential
An understanding of hazards to health arising from poor housing conditions	Desirable
A demonstrable understanding of the legislation underpinning the delivery of disabled adaptations and home improvements	Essential
An excellent understanding of the support services provided to disabled and older people by other statutory bodies and voluntary agencies	Desirable
The ability to prioritise and manage own caseload and to manage the day-to-day activities	Essential
A demonstrable understanding of the welfare benefits system	Desirable
The ability to understand and communicate council policies and relevant housing legislation	Essential
Promote and maintain a customer-focus	Essential
To work co-operatively with colleagues to achieve the best outcomes for clients	Essential
Ensure that service provisions respect and reflect the needs and diversity of communities residing within the Borough/District and decisions are taken with full regard to the Council's policies on equality and diversity, whilst visibly demonstrating a commitment to the principles, aims and objectives of such.	Essential
The ability to use Microsoft Office software including Microsoft Word and Outlook and other office software appropriate to the role (e.g. Foundations Case Manager)	Essential
Full UK Valid driving licence and access to a vehicle	Essential
Appropriate Business Use vehicle insurance	Essential
Willingness to work in both Cannock and Stafford offices as well as visit residents in their homes across all 3 authority areas the service covers.	Essential

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