Oxford City Council

Building a world class city for everyone

www.oxford.gov.uk

OXFORD CITY COUNCIL

Career Opportunity

Role information

Job Title	**HIA Caseworker**
iTrent Ref No.	**002917**
Position Type	**Fixed Term up to 31st March 2028**
Hours	**37**
Grade and Salary	**G5: £33,159 per annum full time (pro rata for part time)**
Location	**Hybrid – Didcot Office and Work from home**
What hybrid looks like in this role	**Around South Oxfordshire and Vale of White Horse area in client's homes/visits, Didcot Office and Town hall for meetings as required in line with service needs**
Service Area	**Planning and Regulation**
Responsible to	**Surveyor Manager**
Responsible for	**N/A**
Assets	**N/A**
Budget	**N/A**
Rehabilitation of Offenders Act 1974	**Not Exempt**
Candidate Screening	**Enhanced DBS Certificate inc Barred List Adults and Children**
Driving Licence	**B (Cars) licence required**
Political Restriction	**This post is not politically sensitive**

The Role

Do you want to make a real difference to people's lives? Are you looking to help the most vulnerable members of our community?

We are looking for a highly motivated Case Worker to provide advice, assistance and support to older and disabled people and other vulnerable individuals who wish to repair, adapt or improve their homes. You will visit clients in their own homes to offer advice and support on options available to them and work with other agencies to help improve their lives.

There will also be a requirement to help with marketing the service, attending events and meeting with other partners. The role requires the successful applicant to work on their own initiative and as part of a team, providing back-office support when necessary.

If you believe that this role is for you and you are interested in being part of our dynamic and forward-thinking organisation, we welcome your application.

For an informal discussion about the post please contact Jack Self on 07889 123742 or email jself@oxford.gov.uk

About us

Our ambitious leadership team and dedicated staff are working hard building a world class city for everyone. Oxford City Council has accelerated plans to build more affordable and council housing in the city. We provide services to help reduce inequality and improve the health and wellbeing of Oxford's residents and are taking a lead on reducing emissions and increasing biodiversity to become a net carbon neutral city of the future.

We are a supportive and collaborative bunch of people working towards shared goals, where new ideas and initiatives are valued. We strive to deliver service excellence, take accountability for our actions and communicate with honestly and respect. There has never been a more exciting time to join us! Help us to build successful places in which to live and work and build a fairer, greener city in which everyone can thrive.

We offer generous holiday of 29 days a year with an additional 4 days after 5 years' service and an excellent range of benefits including the Local Government Pension Scheme, payment of professional fees and subscriptions, Personal accident insurance, Travel loans, Travel to Work Discount Scheme, Eye care, Gym membership, Cycle to Work Scheme, Staff Offers Discount Scheme, an Employee Assistance Programme and discounts for Oxford attractions. You can find out more in our Candidate Pack.

In addition, we are committed to supporting career development opportunities and learning and development.

Role purpose

- To work as part of the Home Improvement Agency Team and provide advice, assistance and support to older and disabled people and other vulnerable individuals who wish to repair, adapt or improve their homes.
- Provide key worker and liaison service for customers throughout their journey in the care system and liaise with external agencies as necessary.
- To market and promote Home Improvement Agency services by providing presentations to local community groups, engaging with external agencies and generating opportunities for publicity.

Role responsibilities and main duties

- Develop and promote the service to ensure as many eligible clients as possible benefit from the Home Improvement Agency.
- To ensure that eligible Clients are given basic advice, information and support on the following:
    - Problems relating to the Client's property
    - Housing options
    - Completion of any necessary forms
    - Legal and financial entitlements
    - Other available support services (e.g. home safety services, home insulation and energy efficiency)
- To ensure that eligible Clients are informed about possible sources of funding and assist where appropriate to access these sources including the following:
    - Grants from statutory bodies (DFGs and other grants and loans)
    - Charitable funding
    - Releasing equity and accessing loans
    - Obtaining independent financial advice
    - Benefit entitlement

    - The effect that certain options may have on benefit entitlement
    - Insurance claims
- To act on behalf of Clients to ensure that they receive any additional income, to which they are entitled, in order to maximise their income.
- Handle initial referrals and enquiries from customers or professional contacts, providing signposting and ensure documentation required by all the relevant agencies involved is used correctly.
- Visit customers in their own homes providing the required level of advice and information and maintaining regular contact with them at each stage of the case.
- Carry out home safety checks to enable the identification of possible hazards and provide advice on the reduction of accidents in the home.
- Liaise and maintain good working relationships with other professionals from external, statutory and voluntary organisations to the enhancement of the agency service.
- Develop and implement the case review system with colleagues and maintain accurate case records and manage casework effectively within the timescales and framework set by the agency.
- Promote the Flexible Home Improvement Loans Scheme and provide Clients with advice and guidance

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria that is listed to be 'Assessed at: Application' on their application form and should include clear examples of how they meet these criteria.

Each of the criteria below will be measured through, the application form, interview, test/exercise or documentation (eg a qualification document).

Essential Criteria	Assessment stage
Educated to GCSE grade C or above or equivalent level qualification in English and Mathematics	Application; document
Proficient in the use of Microsoft Office (Excel, Word, PowerPoint	Application; test
Good listening, written and verbal communication skills to determine and respond to customer needs.	Interview; test
Experience of working with older people and people with disabilities.	Application; interview
Ability to build effective relationships with internal and external stakeholders and customers	Application; interview
Experience of maintaining client confidentiality and ensure that documentation provided from outside agencies is used correctly in accordance with Council policy and Data Protection legislation	Application; interview
Experience of giving one-to-one advice in the customer's home environment.	Application; interview
Experience of working as part of a team and to work on own initiative with a flexible attitude to plan, prioritise and manage own workload to deliver outcomes within set deadlines.	Application; interview

Desirable Criteria	Assessment stage
Knowledge of Benefits and Welfare Rights (or willingness to undertake training)	Application; interview
Experience working with statutory and voluntary organisations.	Application; interview
Experience of working as part of a small team and prioritising own workload effectively.	Application; interview
Experience on undertaking TOR using Ferret or other TOR software	Application; interview

Experience of working in a home improvement agency and DFG work or on disabled adaptations	Application; interview
Marketing and presentation experience	Application; interview

Notes to applicants

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview, you will be asked questions based on them. More information about working for the Council, our values and vision, is available on our website.

How to apply

Applications should be made via our online application system (no CVs please).

For further information and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website, please call 01865 252848.
Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history.
You will be notified of the outcome of your application either way. If you are selected for interview, you will be informed whether the interviews will be online or in-person. Please note, for hybrid roles the successful applicant will be expected to work from home. You should ensure that you have reliable and secure Wi-Fi access; a suitable workspace and are prepared to undertake distance learning and training.

Closing Date: **29 November 2026**

Late applications will not be processed

Interview Date(s): **09 December 2026**

We are an equal opportunity employer:

We are striving to become a more inclusive employer and to represent the communities that we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas and would particularly welcome applicants from ethnic and minority communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

Our commitment to Safeguarding:

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

disability confident EMPLOYER

OXFORD LIVING WAGE

Stonewall DIVERSITY CHAMPION