



JOB TITLE:	Senior Caseworker		
GRADE: JOB CODE:	G9	SERVICE AREA:	Customer Engagement
REPORTS TO:	Senior Housing Improvement Officer	LOCATION:	Hybrid working
SPECIAL CONDITIONS:	Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hour meetings as required. Home visits will need to be made as and when required, particularly where dispute resolution with a customer is necessary. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in

employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- To lead a team managing the casework associated with the £4,000,000 per annum statutory Disabled Facility Grant (DFG) service
- To ensure the above is delivered in line with DFG national best practice.
- To manage a team of staff to support the delivery of the above work
- Give help to residents both when and where they need it.
- To work and remove failure demand in systems.
- To develop and maintain a responsive adaptations policy (part of the Council's Housing Renewal Assistance Policy)
- To be responsible for all aspects of casework relating to the capital budget associated with the above work
- To liaise with key partners and stakeholder for the delivery of the above (housing associations, contractors, Councillors).
- To deputise for senior leaders within Customer Engagement as and when required.

3. Role specific duties and accountabilities:

Horizon Scanning

- To support a customer centric approach and the development of a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.
- Establish, maintain and foster effective working relationships with Elected Members and stakeholders (internal and external, ensuring processes, work and priorities are appropriately aligned and collectively understood, connecting parties as appropriate
- To have an awareness of the local, regional and national perspectives impacting service delivery.

- Work collaboratively with other subject experts to ensure that output and quality of work is of the highest quality and accords where appropriate with current regulations and legislations.
- Project managing and developing service improvements and initiatives to improve service delivery, including the preparation of reports and presentation
- To champion new ways of working and channel shift, ensuring all staff are competent in using a range of tools and techniques
- Embed and promote Walsall's vision and values

Leading People

- To lead a team of staff to effectively implement the policy and procedure for mandatory and discretionary grants and other forms of assistance.
- Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable
- To foster a high performing culture and behavioural framework within the service that values continuous personal and professional development in line with Council's policies and procedures.
- Manage the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals. To develop appropriate performance indicators as required.

Managing Resources

- To effectively implement housing improvement programmes irrespective of tenure, working closely with local residents and other agencies.
- To comply with, and interpret, the requirements of the Housing Grants, Construction and Regeneration Act 1996
- To comply with practice guides, such as the Decent Home and Housing Health and Safety Rating System.
- To communicate effectively with customers and provide advice on construction-related items.
- To prepare monitoring reports and both verbal and written briefing notes.
- To comply with the Council Standing Orders, Financial Regulations and ensure contractors comply with the relevant Code of Conduct.

- To negotiate and/or manage the financial resources required to support the Programme Plan and to manage service provision within the allocated budget.
- To lead and manage a multi- disciplined team of up to 7 staff.
- To maximise opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives.
- To oversee and monitor the DFG budget as appropriate and ensure probity and stringent financial control is implemented ensuring maximum cost efficiency in all aspects of management and administration.

Managing Performance

- To manage the performance of the service team for which the jobholder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required.
- Understand failure demand within the system and to improve the flow of value work.
- Use data to analyse customer demand, capability of the current system and the capability needed to fully meet customer demand
- Manage the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals.
- To ensure that all data pertaining to the delivery of the service is accurate and that the monitoring and review of processes and practices relating to data is timely and robust. Where significant issues are identified appropriate remedial action is taken to address them.
- Communicate with employees so that they understand the aims and vision of the council and understand how their individual performance contributes to improved services encouraging and developing optimum performance from staff.
- To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan. Manage the personal development scheme/strategy with respect to staff within the postholder's team in accordance with the council's Policies.
- To support the development of a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.

Managing Self

- The postholder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training. This includes to keep up to date with relevant housing legislation and codes of practice.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs.
- Producing and presenting relevant reports
- To promote the importance and benefits of quality and to lead the continued achievement of quality standards, and other relevant quality accreditations.
- To ensure that output and quality of work is of the highest quality and accords where appropriate with current regulations/legislation/Council standards.
- To promote/lead in the development and implementation of new ways of working and modernised service delivery, including the use of e-working and self-serve.
- The postholder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.
- The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

4. Key Stakeholders and reporting lines

- To develop and promote strong partnerships with residents, other public agencies, local business and the voluntary and community sector, in conjunction with Adult Social Care, that provide joint solutions for the improvement of the borough and improve the quality of life for local people.
- Work closely with portfolio holders to advise and facilitate a strong interface between political, executive and management teams, to ensure that members priorities around Customer Engagement, are effectively understood, implemented, and that portfolio holders are appropriately supported in their roles.
- Work closely with customers both internal and external, strategic partners e.g. Proud Programme Office, ICT and other relevant leaders, to drive and promote sustained improvements in customer experience and outcomes in Walsall.
- Reporting to Cabinet, Council, Scrutiny committees and accountability to the same.

- To develop and maintain relationships with senior managers, managers and Directors across the organisation and network with partner organisations to develop opportunities to address shared priorities.



Walsall Council

JOB TITLE: Senior Caseworker	GRADE: G8	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to deliver results in a highly pressured environment	I	3
Ability to work autonomously and under pressure using initiative to deliver something new for stakeholders with little direction	I	3
Ability to support the team to make complex, critical decisions with skill	I	2
Ability to effectively use Auto-CAD (light) or equivalent compute aided design software for the production of construction drawings and calculations	S/I	2
Highly developed analytical skills and the ability to communicate complex issues to a variety of audiences with highly developed written skills including presentation skills	I	3
Ability to interpret legislation and law and how it impacts service delivery	I	3
An understanding of Health & Safety in the workplace	I	2

Awareness and sensitivity to be able to manage successfully within a political environment	I	2
Ability to ensure that confidentiality and security of information and documentation is maintained at all times, recognising that information is both confidential and sensitive.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Be able to demonstrate experience, knowledge and implementation of housing related aids and adaptation capital improvement schemes	S/I	3
Experience of developing and maintaining a good working relationship with a wide range of stakeholders including elected members to deliver tangible outcomes	S/I	3
Experience of successfully managing people to deliver service transformation	S/I	2
Experience of embedding new technologies within a service setting	S	2
Proven project management experience	S/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Higher National Certificate in Building Studies, Surveying or equivalent experience in housing related grant project management (preferably Disabled Facilities Grants).	S	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Neil Hollyhead	Date: 13th March 2024