

JOB DESCRIPTION & PERSON SPECIFICATION	
Director Area: GL CCA	Job Ref Number: tbc
Service Area: n/a	<u>1 year Fixed Term Position with the Greater Lincolnshire County Combined Authority</u> <u>Grade 6</u>
Job Title: Caseworker	
<p>PURPOSE OF JOB:</p> <p>The role of caseworker is to support a busy mayoral and combined authority office with casework.</p> <p>The role will be to</p> <ul style="list-style-type: none"> • establish a case work system • Develop procedures to manage casework, advocacy or advice for the CCA and the Mayor’s Office • Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face. • Gather relevant information to assist with resolving cases. • Log all cases; monitor progress and ensure all identified actions are taken. • Draft responses to constituents • Ensure records are kept and information managed confidentially in line with the data protection legislation • Critically analyse patterns of enquiries and articulate the findings in reports and communication with the CCA and other staff members. • Ensure that each case is dealt with promptly, sensitively, confidentially, and accurately. <p>The role is a one-year fixed term position.</p>	

TEAM STRUCTURE:

Part of a team that supports the Mayor of Greater Lincolnshire and the Combined Authority with correspondence and casework.

MAIN DUTIES:

- 1 Develop and establish the right systems to manage a case worker system and approach within the Mayors Office and Combined County Authority
- 2 Support with a large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face.
- 3 Corresponding on casework matters including
 - logging, processing and managing casework.
 - ensuring that casework is properly logged and tracked.
 - undertaking thorough and detailed investigations of casework about GLCCA services and partners.
 - researching background details to casework and conduct interviews with members of the public GLCCA officers and stakeholders
 - preparing responses and ensure implementation of solutions.
 - evaluating the case and producing a detailed response
 - taking and ensuring follow up action is taken, and the customers are kept up to date with progress and are aware of the options if they are dissatisfied.
 - Critically analyse patterns of enquiries and articulate the findings in reports and communication with the Mayor
 - Ensure records are kept and information managed confidentially in line with the data protection act and legislation.
 - Assist with mayoral meetings and follow up as appropriate.
- 4 General office admin and support as required

This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to perform other duties as directed by their line manager that are commensurate with the level of the post. This document will also be supplemented by key objectives which will be set through the performance and development review process.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Previous casework experience and knowledge of immigration, housing and welfare casework is essential	A,I	E	
We are looking for a candidate who works well in a small, committed team performing a range of tasks	A, I	E	
Ability to deal with and prioritise a varied caseload, and to work well under pressure	A,I	E	
Ability to manage expectations of constituents in sometimes challenging circumstances	I	E	
Ability to develop and test a new caseworker system, and train other members of the team	A,I	E	
Excellent interpersonal and written communication skills	A,I		
Good IT skills including using a casework system and MS Office applications			D
Ability to draft letters and emails to a high professional standard			D
Ability to develop knowledge in specialist areas and be willing to undertake training	I		D

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Combined County Authority Core Values and Behaviours and to carry out the duties in accordance with MCCA policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the MCCA Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during their work.