

MALDON DISTRICT  
COUNCIL

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[www.maldon.gov.uk](http://www.maldon.gov.uk)



**Apprentice Casework, Caseworker,  
Casework Co-ordinator,  
Senior Caseworker &  
Senior Casework Co-ordinator**

**(FM18 DD07)**

**Maldon District Council**  
**Job Description: FM18 DD07**

<b>Job Title</b>	<b>Apprentice Casework, Caseworker, Casework Co-ordinator, Senior Caseworker and Senior Co-ordinator</b>
<b>Service Area</b>	<b>Service Delivery</b>
	<b>Apprentice</b> <b>D – G</b> <b>(Dependent on experience)</b>
	<b>Caseworker Level 1</b> <b>D (SCP13-16)</b>
<b>Grade</b>	<b>Caseworker Level 2</b> <b>E (SCP17-20)</b>
	<b>Co-ordinator Level 3 (a)</b> <b>F (SCP 21-24)</b>
	<b>Senior Caseworker Level 3 (b)</b> <b>F (SCP 21-24)</b>
	<b>Senior Co-ordinator Level 4</b> <b>G (SCP 25-28)</b>
<b>Job Reference</b>	<b>FM18 DD07</b>

<b>Reporting to</b>	<b>Responsible for</b>
Senior Co-ordinator reports to Customer, Community & Casework Manager	Casework Co-ordinator(s), Housing Options Support Officer and Apprentices
Senior Caseworker (Level 3(b)) reports to Casework Co-ordinator	Not applicable
Casework Co-ordinator (Level 3(a)) reports to Senior Co-ordinator	Caseworkers (L1/L2) and Senior Caseworkers (L3(b))
Caseworker reports to Casework Co-ordinator	Not applicable

<b>Team Purpose</b>
To provide a trusted, holistic and seamless case management service that delivers the right outcomes for customers.

<b>Role Purpose</b>
<p><b>Apprentice:</b>            Working alongside more experienced staff who will mentor them, the postholder will respond to straightforward enquiries developing their skills and knowledge over time.</p> <p><b>L1 &amp; L2 Caseworker:</b>            Working on a professional and integrated case management basis, the postholder will respond to and seek to resolve service requests from external customers using technical knowledge, business rules, statutory guidance, systems and processes and following workflows in place. Caseworkers must ensure attention to detail, accuracy and excellent customer focus to deliver high standards of service and seek to resolve cases as quickly and efficiently as possible. The postholder will promote</p>



self-service where appropriate and ensure detailed and accurate records are kept using the appropriate corporate technology systems. Cases will cover a wide range of Council services across different disciplines. Caseworkers will develop the range of skills, knowledge and in some instances, qualifications, required to undertake the role. The teams will, at all times, ensure a professional, inclusive and helpful approach to customers.

**L3 Co-ordinator (Level 3(a) (in addition to the above):**

To manage the Caseworkers to ensure work processes, standards and compliance are completed efficiently and effectively and continuously improved. Manage workflow and ensure cases are resolved as quickly and efficiently as possible. Undertake quality checking of work, providing training and support as required. Work with Customer Solutions and Specialists Services to ensure there is a clear understanding of the handoff points between each area. Maintain performance standards as agreed in conjunction with the Customer, Community & Casework Manager and/or Senior Co-ordinator and address any performance issues as they arise quickly and in accordance with policies.

Senior Caseworker Level 3 (b) In addition to Caseworker duties the postholder will deal with more involved cases in an area of specialism.

**L4 Senior Co-ordinator (in addition to the above):**

The postholder will support the Customer, Community & Casework Manager in managing the Casework Co-ordinator(s).

Deal with complex issues/queries.

**Key Accountabilities**

**Apprentice:** Undertake straightforward customer casework, developing customer service skills, increasing knowledge and skills over time in accordance with level 1 and above.

**Level 1:**

- Assist the efficient, effective and consistent processing and resolution of customer casework, 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
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve
- Manage non-complex customer 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 the service using best practice from others where appropriate
- To provide support for the escalation of service issues
- Assist with knowledge sharing across Case Management



**Level 2 (in addition to the above):**

- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across casework teams
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve
- To demonstrate significant depth or breadth in case ownership through one of the following:
  - Acting as lead case owner in one area of specialism, personally owning the resolution of some complex cases, and assisting with the design and development of tools and guidance notes which enable the team to self-serve and widen their knowledge, **or**;
  - Developing a breadth of knowledge, owning non-complex cases across multiple services where significant functional knowledge and skills are required

**Co-ordinator (Level 3(a)) (in addition to the above):**

- To act as lead Caseworker in one or more areas of specialism, personally owning the resolution of more complex cases
- To support and develop others within the team in the areas of specialism as well as personally owning more complex cases
- Proactively design and develop tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge
- Support operational management of the service, including overseeing people and responding to performance information
- To provide support for the escalation of service issues including more complex customer care issues

**Senior Caseworker (Level 3(b)):**

- Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Advise multi-skilled service delivery teams (Customer Solutions, Community Engagement and Case Management) on less complex cases related to the specialism
- Ensure personal and professional development is maintained to the required standards
- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with Members, partners and other stakeholders
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles
- Prepare and present reports to committees and other internal and external meetings

**Senior Co-Ordinator Level 4 (in addition to the above):**

- To oversee the escalation of service issues where they are more complex; informing the Customer, Community & Casework Manager of significant cases.
- To support the Co-ordinators to develop and manage their team effectively and efficiently, including responsibility for dealing with more complex staff management issues.
- Act as a point of escalation and resolve a broad range of complex issues that require an in-depth understanding of regulations and legislation

**Appointment and progression through grades will be based on the needs of the business**



Key Objectives	
<b>Working with customers</b>	Resolve customer requests professionally, effectively and efficiently. Provide sound guidance and advice and ensure adherence to legislation and regulation. Develop and maintain good working relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement. Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.
<b>Working towards the Corporate Plan</b>	Contribute to the Corporate Plan development and the development of associated plans and policies. Deliver agreed objectives and services associated with the Corporate Plan.
<b>Knowledge of services</b>	In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of another.
<b>Using systems effectively</b>	Good IT skills and the ability to learn new systems quickly.

Specific Tasks	
<b>Case management skills</b>	Working efficiently, professionally, paying attention to detail and following workflows when processing cases. Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on more complex cases in conjunction with Specialists. Ensure outcomes meet legislative and professional standards.
<b>Teamwork and working with others</b>	Support, inform and guide customers new to the case management approach, building understanding and confidence. Work collaboratively with colleagues to improve customer service, highlight opportunities for empowering customers further and participate in multi departmental project teams.
<b>Enquiries reports and service requests</b>	Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with or pass cases over to Specialists. Supporting customer self-serve by observing peaks or trends in interaction types and spotting opportunities to initiate further enabling and self-serve processes. This could involve championing own ideas, participating in multi departmental teams or project teams. Processing reports,



<b>Specific Tasks</b>	
	responding to information requests, having a deep knowledge of the data required.
<b>Processing and administration</b>	Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, validation, and in accordance with Data Protection principles.
<b>Strategy and policy</b>	Provide input into the corporate strategy, policy and programmes as required.
<b>Performance</b>	Working towards achieving the KPIs set by the Customer, Community & Casework Manager.

<b>Qualifications</b>
<p><b>Apprentice:</b> Attained qualifications which demonstrate good levels of numeracy and literacy. IT skills and ideally some customer service experience. Willing to undertake professional qualifications. (if appropriate)</p> <p><b>Level 1:</b> Good standard of education with a minimum of 5 GCSEs or equivalent experience.</p> <p><b>Level 2 (in addition to the above):</b> Educated to NVQ level 3 / A Level standard or equivalent experience.</p> <p><b>Co-ordinator Level 3 (a) (in addition to the above):</b> Educated to NVQ level 3 / A Level standard or significant experience. Professional business qualification (desirable). Part qualified in a specialist service qualification or working towards this (desirable).</p> <p><b>Senior Caseworker Level 3 (b):</b>            Experience and knowledge of specialist area in addition to knowledge of legislation and developments in specialist area. Experience of casework, within specialist area, some of which can be complex, and with some guidance and support of more experienced staff, occasionally referring to Specialists for work outside previous experience</p>

<b>Knowledge, Skills and Experience</b>
<p><b>Apprentice and Level 1:</b></p> <ul style="list-style-type: none"> <li>Some experience of working in a customer focused, service delivery role and good admin skills</li> <li>An understanding of the relevant legislation and regulations applied to area of service delivery</li> </ul>



### Knowledge, Skills and Experience

- Proven ability to analyse and respond to requests and understanding of when to escalate a case
- Proven ability to be accurate, detailed and professional in approach to work
- Proven ability to deliver high standards and good customer service
- Strong ICT skills and proven ability to learn new systems quickly

#### **Level 2 (in addition to the above):**

- Extensive experience (minimum 2 years) of working in a customer focused, service delivery role
- Proven ability to understand and comply with legislation and regulations in day to day business
- Solid understanding of case management approach and experience of dealing with more complex cases and providing multi-disciplinary support
- Proven ability to analyse, problem-solve and respond to requests and understanding of when to escalate a case

#### **Co-ordinator Level 3(a) (in addition to the above):**

- Ability to lead a team with experience in all aspects of people management including effectively managing performance, setting targets and dealing with issues as they arise
- Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery
- Experience in selection and recruitment

#### **Senior Caseworker Level 3(b) (in addition to the above):**

- Working towards degree level or equivalent professional qualification or some experience in subject area.

#### **Senior (in addition to the above):**

- Proven ability to manage a team, including dealing with more complex staffing matters
- Excellent knowledge of working practices/ methodologies in field.
- Proven ability to handle complex queries and reach resolutions.

### Specialist Knowledge

Depending on the level and nature of the work undertaken some post holders may be required to hold technical/specific qualifications.

### Special Requirements

#### **Emergency Planning**

This post will, on occasion, be required to take part in the Council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.



<b>Special Requirements</b>	
<b>Election Duties</b>	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>
<b>Disclosure Barring Scheme</b>	<p>These roles may require a Basic DBS being undertaken where access to information using a PSN or who need to enter a secure CSI system is necessary. To be determined by the Customer, Community &amp; Casework Manager.</p> <p>This check would be carried out prior to any contract of employment being offered and would be re-checked every three years.</p>

<b>Standard Terms</b>	
	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and Council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work Act 1974. These responsibilities are laid out in the Council's Health and Safety policy and procedures.</li> <li>3. To support and be committed to the Council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults; the Council expects all staff and volunteers to share this commitment.</li> <li>4. To support the Council's equality and diversity policies.</li> <li>5. To operate within the Council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the Council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time</li> </ol>

### **Competency Framework**

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b> see the framework in the Performance Review Toolkit for a full list behavioural indicator
<b>Core Competencies - All Workforce</b>



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<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.

**This is not a politically restricted post.**

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>

