

Job Profile Information: Case Management Officer

Job Title: Case Management Officer

Job Grade: Level 3, Zone 2

Salary Range: £36,984 - £42,526

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The post holder will ensure the provision of an efficient and responsive case management service.

About the role

To be a key component of the Customer Assurance process by undertaking all reviews (including Statutory and LGO reviews), appeals, complaints and senior level MP/member enquiries owning, coordinating, and managing these cases to a successful conclusion by investigating, assessing, and identifying appropriate solutions.

These cases to be progressed in accordance with statutory and corporate deadlines and to comply with all relevant legislation and Council policy ensuring that the main focus is on solving the issues and following up outstanding actions whilst ensuring that all stakeholders, particularly the Councillor and/or customer, are kept informed and updated at all times until the case has been resolved.

To provide advice, as requested by officers, on individual decisions to ensure that they are in line with the policy, statute and case-law relating to the service area supported and, where case outcomes require it, make suggestions to relevant officers that will help ensure that their future decisions are consistent with policy, statute, and case law.

To provide information that contributes to the improvement of the customer experience by ensuring all information relating to progress and outcomes of cases are properly recorded in a timely manner.

Example outcomes or objectives that this role will deliver:

1. To provide an efficient and responsive case management service, ensuring that all reviews, complaints, appeals and senior level MP/member enquiries for the service area supported are dealt with in accordance with legislation and Council policy, and in compliance with statutory and corporate deadlines.
2. To manage a caseload of reviews, appeals and enquiries, liaising closely with Service Managers and Head of Service to ensure the consistent and thorough investigation and handling of cases by taking ownership, logging details and updates appropriately on the system and identifying appropriate solutions by working with stakeholders and making value judgements based on an in-depth knowledge of the particular service(s) balancing resource costs against short-term and long-term outcomes
3. To co-ordinate and manage the actions and information required to address each case using the Council's Casework system to manage the workflows ensuring that all parties involved know what is required of them and timescales for the completion of their action points.
4. To ensure that all stakeholders, especially the MP, councillor and/or customer, are regularly updated on progress in addressing the issues raised until they reach a satisfactory conclusion, communicating decisions and raising any operational matters arising from case outcomes to relevant officers.
5. To liaise with the Council's Legal Department and client's legal representatives to agree decisions, discuss matters of law and interpretation, draft affidavits and attend court wherever necessary and work with the Camden Insurance team to ensure all claims against the Council are dealt with appropriately.
6. To provide advice as requested by officers and managers helping to ensure their decision making is in line with statute, case-law and policy relating to the service area supported.
7. To authorise any service provision required as a result of a statutory review or case review (e.g., extension or provision of temporary accommodation, building repair etc) up to a level agreed with the Team Leader (notional value £10,000) or recommend to Customer Assurance Team Leader for service provision that exceeds the agreed limit
8. To keep up to date with statute, case law, policies and initiatives for the service area supported within Housing to ensure that all responses to Councillors, customers and other Stakeholders are in line with current legislation, policy, and procedures
9. To make sure Customer Assurance performance reports for the service area supported are robust and within agreed deadlines by ensuring that all case related information is recorded in an accurate and timely manner
10. To provide customers with advice that promotes self-help and the provision of value-added services.
11. Establish and maintain good communication and working relationships with other teams within Housing & other key departments and develop constructive partnerships with contractors, third party suppliers and other external agencies to ensure effective joint working in resolving the more complex Councillor and customer enquiries.
12. To represent the supported service area on matters arising from the casework both within and outside the Council, including at court and at public meetings and by attending relevant stakeholder forums and joint working groups as required.

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

People Management Responsibilities:

- None

Relationships.

- The post holder will be expected to have frequent contact with residents, contractors, and all internal and external stakeholders and be making decisions that have a medium to High impact upon them.

Work Environment:

- The post-holder will be working autonomously and will need confidence in their knowledge and experience of facilitating Housing & other staff to make the decisions required to resolve their cases, only referring to senior managers in exceptional circumstances.
- The nature of the work will involve dealing with the customers who may be distressed and may be verbally aggressive.
- The post-holder will be dealing with Solicitors/Law Centres challenging actions or decisions made by the Council requiring the confidence to defend the Council's position
- The post-holder will be expected to respond to fluctuating levels of enquiries, manage personal time effectively and to work under pressure and to deadlines.
- The post-holder will need to be aware of and make decisions in the context of:
 - The customer's needs (including specific requirements e.g., disability)
 - Health & Safety regulations
 - Housing policies
 - Leaseholder Service and Major Works charging legislation
- The post-holder will have to prioritise and be able to multitask to stay in control of workload
- The post-holder will occasionally have to visit customers in their homes and meet contractors on site

- The post-holder will work in a flexible working environment and will be required to hot-desk
- The post holder will be based at Holmes Road and will be required to undertake site inspections or other visits in connection with the management of the work programmes managed by Housing Repairs and Improvements. This may be to any residential property managed By Housing Directorate across the Borough.

Technical Knowledge and Experience:

The post-holder will require a detailed knowledge of Housing Regulations for the service area that they support to ensure solutions are compliant with legislation in these areas. They will be expected to take appropriate training courses to remain up to date in these areas

The post-holder will need to be confident in statute and case law relating to the service area represented in order to discuss cases with customers, their advocates and solicitors who may be making legal challenges of Council actions or decisions.

A high level of initiative is required to find solutions to complex problems and the job holder will need to be creative in the application of policy & procedure in order to get the issues resolved without any unnecessary delay.

The post-holder will need tact and sensitivity to deal with a wide range of customers with a variety of needs and who may be distressed or verbally aggressive.

The post-holder will need to be able to adapt to changing and conflicting priorities and ensure that all cases are managed effectively and that deadlines are met.

The post-holder will need to be able communicate effectively using a range of methods including the use of the telephone, e-mail, and written correspondence.

The post-holder will need to take into account each resident's circumstances and use their initiative to ensure that the customers' individual needs are met.

Team working is essential for delivery of the service and the post-holder will be expected to fully contribute to this way of working. It requires a positive approach and willingness to assist, from time to time, in areas not directly connected with the main duties and responsibilities of the post.

The work requires an adaptable and flexible approach to be taken in the delivery of services to residents and often requires the ability to influence agencies outside of the Housing Directorate to work together to deliver the desired result for our Councillors and customers.

The Council is committed to improving Customer Satisfaction with the services we provide so the post holder will be expected to influence the development of policies & procedures that are designed to achieve this aim.

The post holder will liaise with the appropriate stakeholders in order to successfully resolve their cases this could include any or all of the following:

- Service users and their representatives
- Elected member
- Solicitors/Law Centres/other advocates representing customers
- Central Complaints Unit
- Corporate Records Manager
- Customer Assurance leads within each business area
- Other Housing staff
- Senior Officers in other areas of Camden
- LB Camden's legal, insurance and FOI teams
- External contractors and suppliers
- Internal contractor operational staff
- Other agencies such as major electricity, gas, and water services suppliers

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| Qualifications: <i>This should include any qualifications that are legally or professionally required in order to practice in a profession</i> | |
| Essential: | Desirable: |

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| <ul style="list-style-type: none"> • Good standard of general education to GCSE level (including English Language) | <ul style="list-style-type: none"> • Any relevant qualifications for a particular Housing business area |
| Knowledge: | |
| <p>Essential:</p> <ul style="list-style-type: none"> • Detailed understanding of housing and social care statutes, case law, policy and procedures for the service area supported • Working knowledge of customer care and case management processes • Working knowledge of how Housing services interlink to provide the end-to-end service to our customer. • Sound knowledge of relationship management in a political arena • Extensive knowledge of housing & social care terminology • Basic understanding of housing and social care regulations • Understanding of the requirements of the Data Protection Legislation • Understanding of the FOI Act • Understanding of Health & Safety regulations • Understanding of delivering services into a diverse community | <p>Desirable:</p> <ul style="list-style-type: none"> • Sound knowledge of Camden's Housing policies • Working knowledge of the Council's Casework system |
| Skills: | |
| <p>Essential:</p> <ul style="list-style-type: none"> • Demonstrates commitment to the Camden Ways of working (WOWs) behaviours | <p>Desirable:</p> |

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| <ul style="list-style-type: none"> ○ Focuses on customers (cares about customers and builds relationships) ○ Works together (provides supports and lead by example) ○ Takes responsibility (makes decisions and achieves success) ○ Finds better and cheaper ways of doing things (creates innovation and embraces changes) <ul style="list-style-type: none"> • Ability to undertake reviews of decisions and to deal, efficiently, professionally, and sensitively with complaints and MP and member enquiries • Excellent analytical, problem solving and negotiation skills with the ability to work on own initiative with a flexible approach and the minimum of supervision • An excellent telephone manner and verbal and written communications skills and able to prepare reports and correspondence effectively and concisely • Able to take responsibility for own work consistently achieving and delivering to time, without compromising quality, despite tight timescales and conflicting priorities. • Able to work as part of a team and to build and maintain effective working relationships at all levels and with a wide range of individuals and agencies • Provision of excellent customer care with a sound understanding of diversity principles, continuously driving improvements • IT literate and experienced in use of computer software | |
| Relevant Experience: | |
| Essential: | Desirable: |

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| <ul style="list-style-type: none"> • Experience of working in customer facing service handling complex cases or complaints from a diverse range of customers. • Experience of analysing complex problems, evaluating options, and developing workable proposal. • Experience of handling complex information. • Experience of developing and sustaining good working relationships at all levels with a wide range of individuals and agencies. • Experience of managing competing demands, prioritising workloads, and responding flexibly to changing needs and priorities. | <ul style="list-style-type: none"> • Experience of case management in a housing and social care environment. • Experience of working in local government. • Experience of using Member's Enquiry and Complaints system. |
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Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

Chart Structure

