

Job Profile

Job Title: Specialist Casework Support Officer
Job Grade: Level 2 Zone 2
Salary Range: £32,228 - £34,565

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.

This role is part of the Personal Finance Service (PFS) Team in Adult Social Care and is responsible for undertaking a range of complex business, financial and administrative support to team and external agencies to provide a funeral service. Legislation and legal practice frame the operational practice of the work.

About the role

Public Health funerals are a statutory duty of the Public Health Act 1984 section 46 control of diseases. To carry out the funeral administration with dignity and compassion the role requires a calm attitude and empathetic approach in communicating with bereaved relatives and friends.

The PFS are also responsible for protection of property under section 47 of the Care Act 2014 to protect property when the customer is away from their home. This role covers the necessity to board pets where vulnerable customers undergo emergency section 3 of the mental health act, or are admitted to residential care or hospital.

Working to performance deadlines and undertaking priority tasks for the whole team, a flexible and a dynamic approach to casework is required.

Example outcomes or objectives that this role will deliver;

- Required to deal sensitively with relatives and friends to organise for a burial or cremation in accordance with the deceased's religion and beliefs and agree and finalise the arrangements with all notifiable parties.
- Update database records with clear notes and carry out filing of legal documents (electronic and manual) for efficient and clear information gathering.
- Arrange orders for the necessary health & safety equipment and protective clothing to carry out property searches.
- Register the death to obtain a death certificate to progress the funeral arrangements with the undertakers.
- Responsibility to carry out financial transaction on Oracle and ASH in relation to funerals.
- Responsibility for safeguarding cash, valuables, wills, bank statements, and significant papers with regard to legislation on moveable property under section 47 of the Care Act and Sec 46 of the Public Health Act 1984.
- Arrange provision of kennels for boarding and welfare arrangements in respect of the customer's animals.
- As required, to carry out protection of property searches and maintain records of items kept in the PFS office safes and storage cupboards.
- Verify the extent of the estate for referring to the legal department, next of kin or executors
- In the absence of the specialist caseworker act as the first point of contact for enquiries
- Administer or progress all funeral administration without supervision, escalating to the Service Manager where cases need specialist intervention and management.

About you

You will need to be able to demonstrate the following:

- IT skills: Microsoft Office, Mainframe databases, Mosaic, CASPAR, Oracle. Ash
- Numeracy: including the ability to understand financial information and interpret procedures, high degree of integrity and awareness of financial control mechanisms
- Proven organisational skills: able to manage a complex and varied workload.
- Organisation: good administrative skills respond proactively to requests and enquiries and prioritise work.
- Ability to communicate effectively face to face, telephone and email recording events accurately
- Good interpersonal skills with the ability to give clear and concise advice on funeral administration and boarding of pets to the team, Adult Social Care practitioners and other care staff
- Use own initiative to manage own caseloads with ability to meet tight deadlines
- Ability to deal sensitively and discreetly with confidential matters.
- Positive approach and willingness to assist in areas of PFS not directly connected with the main duties and responsibilities of the post.
- Ability to undertake searches of deceased person's properties which may be unhygienic or poor state of repair, hoarding and poor environmental conditions
- Support and compliance with Protection of Property – Care Act 2014 and Public Health Act 1984

Work Environment:

The post holder will be based in the London Borough of Camden offices in Pancras Square and will work in line with Camden's agile working framework, subject to business needs. There is a requirement to travel across the borough to people's homes to undertake;

- Searches of properties which are conducted in pairs with specialist officer or housing staff.
- Transporting valuables for valuation, safe storage or dispatch
- Entering hazardous properties where infestations, obnoxious smells and evidence of deceased remain visible
- Work in unpleasant environments off site for around 25% of working time, which require protective clothing, immunisation and adherence to health & safety procedures. Risk assessments of the dangers of entering properties are made on a case by case basis.

People Management Responsibilities:

None

Relationships:

- PFS Team. Various Internal Camden Teams: Operational staff in the following departments: Finance for Oracle, ASC practitioners, Estate housing teams, Registrars, Income team with cash and cheques found at premises.
- Various External Partners: Camden Hospital staff, Undertakers, boarding kennels, private landlords, Housing Associations, Hospices, Legal Department, Department of Work and Pensions and financial institutions in person and in writing. Police and Coroner's Office
- Communication with bereaved relatives and friends

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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,