

Screening Officer

Salary Range: £36,141 - £36,141

Grade: Level 3 Zone 1

Location: 5 Pancras Square N1C 4AG

**Reports to: Screening and Business
Operations Manager**



Purpose of the role

Screen and triage cases which come into the service and manage the service inbox.

About the role

You will **screen and triage applications coming into the service via our CRM, allocating to cases to the right teams** and officers in line with guidance agreed with managers across the service. This process will involve supplementing information on application forms with additional information from Council benefits and revenues systems, and will often require calling residents back to gather further information from them.

You will **judge when client demands are urgent**, and in those cases you will process discretionary HSF or Cost of Living Fund awards directly.

You will manage the **service email inbox**, ensuring that queries are dealt with in a timely manner and that staff in the service are easily able to see emails relevant to their case work, in manner agreed with other managers.

You will **manage our referrals platform Plinth**, ensuring referrals made through the platform are high quality and are being picked up by partners.

You will be responsible for **working to targets** set by your manager.

You'll work with your manager and colleagues to **continually reflect on impact of our approaches** and propose new approaches where needed.

You'll be part of a team that **works in the open: regularly presenting at "show and tell" meetings** and supporting your team to do the same, so that colleagues across the Council understand our work and we're continuously building partnerships.

You'll work with colleagues to **continuously improve our service** – taking feedback from clients, staff, partners and making appropriate changes.

This role will make an immediate difference for some of the most vulnerable members of our community.

About you

You have

- Experience working in **busy, operational teams** – a comfort working in target driven contexts, and able to balance the needs of each resident with the need to keep a service flowing smoothly
- Good knowledge of **revenues and benefits context** in order to be able to screen applications appropriately
- Ability to **self-organise and juggle multiple priorities**
- Excellent **communication skills**, being able to represent the service to a range of stakeholders including email and phone contact with high needs clients
- Demonstrates a **high level of ambition to build a service operating with empathy** as well as a desire to support vulnerable or disadvantaged people
- A good **understanding of the support available in our communities**, including both statutory and VCS provision. Existing relationships with Voluntary sector groups in Camden is desirable.
- An ability to make **robust decisions under pressure**.
- The ability to lead in **sensitive situations**, demonstrating a high level of empathy and with a strong ethical approach.

Other important information...

People management

This role has no people management responsibilities.

Work environment

This role will be based in our lovely 5 Pancras Square Offices. Staff in our team will be expected to be present in the office or a community location for a minimum of 2 days a week.

Who you will be working with

You'll be joining a wonderful team of assessors and will be reporting to the screening and business operations manager.

The application process

We know applying to jobs can be intimidating, time-consuming and stressful. We know that often those with all the skills to be brilliant don't apply, or aren't given the chance to demonstrate their full potential. To take some of the stress out of the application process, we're taking some steps outlined on our [recruitment website](#).

Who we are

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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

