**Job Profile Information: Case Management Officer**

**This supplementary information for Case Management Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 2, Camden Way Category**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

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 iCasework 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 & Adult Social Care 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 & Adult Social Care 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 & Adult Social Care 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 & Adult Social Care policies

- Child protection and vulnerable adult considerations

- Leaseholder Service and Major Works charging legislation

* The post-holder will have to prioritise and be able to multi task 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 occasionally have to attend evening or weekend meetings on site or in a customers home to resolve some of the more complex issues
* 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 or other Housing Repairs and Improvements offices 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 and Social Care Policy and 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. At this level the jobholder will have the authority to authorise work compensation and other remedies (notional value £10,000).

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 & Social Care 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 & Adult Social Care 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:** *This should include any qualifications that are legally or professionally required in order to practice in a profession* | |
| Essential:   * Good standard of general education to GCSE level(including English Language) | Desirable:   * Any relevant qualifications for a particular Housing & Social care business area (e.g. CIOB level 4 Diploma) |
| **Knowledge:** |  |
| Essential:   * 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 & Adult Social Care 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 | Desirable:   * Sound knowledge of Camden’s Housing and Social Care policies * Working knowledge of the Council’s iCasework system |
| **Skills:** |  |
| Essential:   * Demonstrates commitment to the Camden Ways of working (WOWs) behaviours   + Focuses on customers (cares about customers and builds relationships)   + Works together ( provides supports and lead bye example)   + Takes responsibility ( makes decisions and achieves success)   + Finds better and cheaper ways of doing things (creates innovation and embraces changes) * 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 | Desirable: |
| **Relevant Experience:** |  |
| Essential:   * Experience of working in customer facing service handling complex cases or complaints from a diverse range of customers. * Experience of dealing with advocates representing claimants. * 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. * At least 2 year’s experience of working in a housing or adult social care service making a demonstrable contribution to service improvement. | Desirable:   * Experience of case management in a housing and social care environment. * Experience of working in local government. * Experience of using iCasework Member’s Enquiry and Complaints system. |

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden.

•Work as one team.

•Take pride in getting it right.

•Find better ways.

•Take personal responsibility.

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**