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**JOB DESCRIPTION**

**Application Case Worker** **- Essential Household Goods and Support Scheme**

**BACKGROUND**

Having delivered this service in different contracted formats since 2013 we are thrilled to have secured this a new service that was launched in December 2021. Under One Roof has now been delivering since 1st December 2021 having been contracted for minimum term of three years with an option to extend for a further 2 years.

The Essential Household Goods Support Scheme is a non-statutory service commissioned by Lancashire County Council that provides support for the people of Lancashire who need help to maintain or establish a home. The scheme operates under the project name **Under One Roof** and provides free essential household items to individuals and families who do not have access to sufficient income or funds to meet their immediate needs, along with help and advice in seeking additional support.

The overall aim of the Service is to support people to meet their immediate needs and to help them feel more secure and live more independently in their community.

**It is important to the Commissioner and to Selnet’s board of Directors that the scheme offers an accessible, fair, and impartial service that effectively supports Lancashire residents at a very difficult time. We want to work with fair-minded people who have either lived experience or have work experience of supporting people with vulnerabilities**.

The **Application Case Worker** will work closely with customers coming into the scheme for support, and with colleagues within the Under One Roof team, particularly the Team Leader. They will link in with external agencies who also offer services and support to our client group, referral partners who are supporting Lancashire residents in crisis and subcontracted partners responsible for the supply of essential household goods.

**KEY DETAILS**

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| **Office Base**  | Brentwood House, 15 Victoria Road, Fulwood, PRESTON PR2 8PS. |
| **Hours of Duty** | This will be a Full-time post 37hours per week. |
| **Starting Salary** | £25,500  |
| **Pay Increase**  | 2% increment based on annual review |
| **Pension** | 10% Company pension contribution |
| **Annual leave:** | 25 days per year plus bank holidays |
| **Hybrid working** | Home working is based on a rota system |
| **Probationary period** | 6 months |

**ORGANISATIONAL RELATIONSHIPS**

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| **a)** | **Reports to:** |  Selnet CEO/Deputy CEO (The CEO is accountable to Selnet Chair, it’s Board of Directors) |
| **b)** | **Collaborates with:** | The Under One Roof Team LeaderColleagues, scheme partners including sub-contractors/furniture reuse organisations and external agencies.All directors, officers and members of SELNET.  |
| **c)** | **Manages** | There are no staff management responsibilities within the post |

**JOB SUMMARY**

**The Application Case Worker** **will be an essential resource for customers accessing the service. The main aim of their role will be to help people break a cycle of crisis by providing information, and direction to external resources that will enable customers to build a support network to better improve their situation.**

**The post holder will be able to recognise and understand the difficulties some local resident’s face. They will support customers with guidance and direction, in addition to the goods this scheme can provide. They will work as part of the team supporting and processing applications and responding to queries from a variety of directions.**

**To further ensure the impact of our support they will develop a knowledge bank of external resources shared by the whole team that can support our customers (people in crisis) .**

The Application Case Worker will support and review applications for household goods submitted to the scheme. They will scrutinise applications and, if eligible, will present them for an award of essential household items.

We anticipate the Application Case Worker will engage with customers at key stages as their application progresses. It is important we work with external agencies to explore additional avenues of support available to the customer and connect them where this is relevant to their needs. We want to ensure the service we offer has a real impact, improves a customer’s individual situation, and helps open up opportunities to make a difference in the long term.

The post holder will work as part of the team to ensure the successful and effective delivery of Essential Household Goods Support Scheme and with other team members to support Selnet's core aims, mission and its strategic plans as set against annual targets.

All tasks and duties in the job description must be carried out in accordance with Selnet procedures. The post holder should be fully aware of Selnet policy documents and operate within the parameters defined within these.

**MAIN DUTIES TASKS AND RESPONSIBILITIES**

Handle applications submitted through the online management system through to award or rejection.

Liaise directly with the service user, referring partners and colleagues to ensure everyone is kept fully informed as each customer progresses through the scheme’s offer of support, supply of goods, and service delivery.

Engage, as required, in all aspects of the customer journey.

Work directly with customers to undertake an assessment of each individual crisis requirement and level of support needed, enabling you to tailor your guidance and support appropriately.

Utilise the service user’s case file created within our management system, ensuring regular communication with the customer or partners are recorded so that all team members are kept informed.

Work supportively with service users to provide additional advice, information and signposting to help address the crisis need and any other barriers to inclusion.

Discuss local options available to the customer that will support the needs you have identified e.g.

* services to help combat issues such as financial, food and fuel poverty, domestic violence, substance misuse
* encourage engagement in services that may improve work readiness, employment and training prospects

Support onward referrals - introducing the customer to the available range of support provision and networks that may help break the crisis cycle.

Support the scheme to meet the commissioner’s performance targets. Produce relevant documentation, presentations and reports as required using various software packages.

To work with all members of the Under One Roof team creating an excellent team working environment that together meets the terms of Selnet’s contract with Lancashire County Council and provide a quality service to residents.

**GENERAL CONDUCT**

* The post holder will be expected to maintain professional conduct and appearance. The post holder will be required to sign an agreement of confidentiality in relation to some aspects of the scheme, protect confidentiality and personal data.
* All staff are expected to conform to the policies and procedures in respect of employment, health and safety and risk management and acknowledge they have read and understood them.
* Staff are also expected to be familiar with Selnet’s business and operational plan and to support the aims of the company.
* Assist with all general office duties as and when required.
* Deal professionally and proficiently with enquiries from colleagues, business contacts, visitors, and members of the public.
* Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.
* Disclosure and Barring Service (DBS) checks will be undertaken for all staff employed on this scheme.
* All tasks and duties in the job description must be carried out in accordance with Selnet procedures. The post holder should be fully aware of Selnet policy documents and operate within the parameters defined within these.

*This job description outlines the main responsibilities of the person appointed as* ***Application Case Worker*** *for the Essential Household Goods and Support Scheme and is subject to periodic review and amendment in the light of development and experience.*

**Person Specification**

**Application Case Worker**

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| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** |
| Relevant professional qualification or experience to the equivalent of NVQ Level 3 in Information Advice and Guidance (IAG) |  | √ |
| Safeguarding training |  | √ |
| Excellent standard of education  | √ |  |
| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** |
| Experience of working with and supporting individuals with complex needs |  | √ |
| An understanding of the needs and barriers of vulnerable individuals with complex needs | √ |  |
| Experience of working with a wide range of agencies who provide support to people with vulnerabilities | √ |  |
| Experience of health and safety, risk assessments and safeguarding  | √ |  |
| Experience of working in social care or crisis setting |  | √ |
| Experienced in acting on own initiative as well as being an integral part of a team | √ |  |
| Proven ability to work in partnership | √ |  |
| Worked within the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector |  | √ |
| Good knowledge of the local area and understanding of local support offer |  | √ |
| **SKILLS** | **ESSENTIAL** | **DESIRABLE** |
| Strong customer service ethos and empathy with the customer (client) group. | √ |  |
| Ability to develop positive relationships with individuals | √ |  |
| Ability to problem solve and fair judgement skills  | √ |  |
| Excellent organisational skills - able to manage a caseload of individuals managing workloads efficiently and effectively | √ |  |
| Excellent communication skills, both verbally and in writing | √ |  |
| Ability to use of a range of IT applications (e.g. word processing, spreadsheets, databases, internet). | √ |  |
| Highly motivated, capable of dealing with a demanding workload | √ |  |
| Able to apply good common sense when working with people in difficult situations | √ |  |
| Listening skills | √ |  |
| An understanding of and commitment to Diversity and Equality as it applies in the workplace | √ |  |
| Able to provide updates and evaluate own work and effectiveness in terms of the scheme’s performance | √ |  |