



# Caseworker

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Post number: EHS043

Grade: 4

Date: July 2025

Service area: Environmental Services

Reports to: Senior caseworker

## Job profile

### Purpose

To visit clients in their own homes, identify their housing needs, provide advice and practical assistance in enabling them to achieve the best outcome for each individual, taking account of circumstances and client wishes.

### Principal Accountabilities

To act as a caseworker to vulnerable clients, giving them support and assistance.

1. You will visit clients in their own homes to establish their needs, deciding with them on the most appropriate action and the most suitable approach in managing these issues, including:
  - a) Providing advice and practical assistance on benefits and housing options.
  - b) Providing advice on the availability and procedures for grants and charitable sources of funding.
  - c) Providing information on other sources of funding and where to find advice. In particular information on the loans available from statutory organization's and the procedures associated with these loans.
  - d) Carrying out an advisory test of resources for Housing Grants/Loans and information on eligibility.
  - e) Providing advice on energy efficiency measures.
  - f) Reference to other professionals and monitor progress of cases.
2. Where building works are required, to work with outside professionals and the other agency staff in order:



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- a) To act as advocate for the client conveying their wishes, concerns in order that these are incorporated into the planning of the work.
  - b) To put together a package of funding for the building work
  - c) To arrange surveys, specifications, schedules, quotes etc.
  - d) To ensure the client understands what works are to be done, what options are available and how the work is to be organised.
- 3. To prepare applications for grants and other forms of financial help.
  - 4. To support the clients through the building process, keeping them informed, answering queries and listening to problems.
  - 5. To refer clients to other professional organisations, as appropriate.
  - 6. To provide after care for clients.
  - 7. To maintain accurate records of actions taken and maintain all manual and computerised records as appropriate.
  - 8. To maintain a good working relationship with other professionals in the public, private and voluntary sectors.
  - 9. To assist other East Cambs HIA staff in their work and provide them with support.
  - 10. To attend meetings as a representative of the Council and participate in events/activities/talks to provide information about the service.
  - 11. To comply with the Council's Policies and Procedures (e.g. Health & Safety, Single Equality Scheme, Data Protection and Financial Regulations)
  - 12. To keep up to date with developments relevant to the post and attend suitable training courses.
  - 13. To participate as required in training and exercises in support of the Council's preparations for responding to civil emergencies within the District.
  - 14. Any other duties of a reasonable nature as may be required by the Senior Caseworker and the Environmental Services Manager.

### Special conditions

The post is full time (37 hours). Fixed term 2 years

Occasionally work outside of work to meet needs of the service

### Pre-employment checks



East Cambridgeshire  
District Council

DBS - Disclosure

Business Travel

Essential car user



## Person specification

### Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
5 grade C/grade 4 GCSE's (English required) or equivalent	Essential	Application
Full driving licence and access to a vehicle	Essential	Application

### Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Experience of working with the public and of communicating with them face to face and over the phone	Essential	Application
Experience of working with partners to deliver a service.	Essential	Application
Professional qualification within the social or healthcare profession	Desirable	Interview
Experience of dealing with an older client group or customers with special needs	Desirable	Interview

### Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Proven knowledge of Microsoft Office Suite (including Word, Excel, Outlook)	Essential	Application



Description	Essential or desirable	Assessed through the application form or through the interview
Knowledge and understanding of the role of a home improvement agency and disabled facilities	Essential	Interview
Awareness of local Government	Desirable	Interview
Knowledge of the welfare benefits system	Desirable	interview
Awareness of current DFG Legislation	Desirable	Interview
Communication (written & verbal)	Essential	Interview
Listening/extracting relevant information	Essential	Interview
Accuracy in creation of documentation	Essential	Interview
Strong organisational skills with ability to manage complex tasks at one time	Essential	Interview
Ability to show empathy towards vulnerable people	Desirable	Interview
Numeric	Desirable	Interview

## Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Willing to be adaptable and flexible to meet the needs of the service	Essential	Interview
Able to respond positively to a diverse range of circumstances	Essential	Interview
Able to maintain confidentiality	Essential	Interview
Good interpersonal skills to develop and maintain good working relationships	Essential	Interview



Description	Essential or desirable	Assessed through the application form or through the interview
Willingness to develop new skills and undertake training appropriate to the post	Essential	Interview
Politically aware	Desirable	Interview
Ability to work without close supervision and to manage own workload	Desirable	Interview
Ability to show empathy towards vulnerable people	Essential	Interview