

## **Job Description**

**Job Title:** Care & Repair Caseworker

**Responsible to:** Care & Repair Senior Caseworker

**Purpose:** To assist the Care & Repair Chief Officer to provide a cost effective, responsive client focussed and quality Agency service to older and disabled people.

(Agency means the team providing Care and Repair advisory and technical services within a specific geographic or local authority area.

Clients of the Agency will be older and/or disabled and all Agency staff are required to deliver services in a sensitive supportive way which recognises individual choice).

### **Main Duties:**

1. To advise the Care & Repair Senior Caseworker on all casework matters.
2. To ensure that services are delivered in accordance with policy, procedure, and best value.
3. To maximise the involvement of clients in the delivery of Agency services and to ensure that clients are consulted on a regular basis.
4. To assist the Care & Repair Senior Caseworker in ensuring that Agency services comply with relevant legislation, good practice and regulatory requirements and to advise the Care & Repair Senior Caseworker of any changes required.
5. Implement changes within the Agency when required whilst maintaining service levels.
6. To liaise with and maintain a professional working relationship with all relevant external agencies.
7. To ensure that Agency services are recorded accurately and in line with guidelines to enable the Agency to demonstrate annually agreed Key Performance Indicators.

8. To assist the Care & Repair Chief Officer to ensure that Agency services are delivered in accordance with annually agreed performance targets and in accordance with the budget approved by the Board.
9. To visit clients within Monmouthshire and Torfaen in their own home, to assess need with a view to improving levels of comfort, safety, security, and independence wherever possible
10. To support clients through the process of implementing and completing agreed repair, improvement, and adaptation projects.
11. To advise clients of appropriate sources of help and support and refer on where the client is in agreement.
12. To assist the Care & Repair Chief Officer in the preparation of reports, case studies and statistics.
13. In the absence of the Care & Repair Agency Administrator to undertake general administration duties.
14. Any other relevant duties as determined by the Senior Caseworker or Chief Officer.

**Agreed by Chief Officer..... Date Reviewed .....**

**Agreed by Post Holder ..... Date Reviewed .....**