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|  | Job Description | C:\Users\jowen\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\Leeds Fed Logo Colour.jpg |

Basic Details

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| Job Title:  Location:  Salary:  Responsible To: | Casework Administrator  Leeds  £26,014  Resolutions Manager |

**Reporting Structure**

See organisation chart

**Main Purpose**

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| 1. To provide operational support to the Resolutions team in delivering positive outcomes for the most complex and vulnerable customers across all tenures at Leeds Federated. 2. To assist the team with administrative tasks and specified objectives related to service delivery. |

Specific Accountabilities and Performance Standards

|  | Key Accountabilities | Minimum Performance Standards |
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| 1 | **Casework** | * Organise and attend case work meetings involving colleagues across several departments and potential mutli-agency partners * Create and share agendas, take minutes, document and distribute actions * Track the completion of actions and raise escalations where necessary * Carry out research prior to meetings and create briefing notes to assist the Chair * Work closely with all internal teams to agree how responsibility for the progression of cases is achieved and be the key point for the coordination of actions * Ensure all casework is logged on our housing management systems and kept up to date * Assist with preparing letters, documents, statements, reports and updates * Track costs associated with cases and log these on case management systems * Make and track referrals to support agencies and be a key contact for agencies * Diarise key dates and meetings, book meeting rooms and venues if necessary |
| 2 | **Performance** | * Ensure communication with all stakeholders is kept open and that regular updates are given on complex cases * Ensure reports are prepared on case figures and lessons learned highlighted to be shared internally * Ensure safeguarding responsibilities to customers and the wider public are properly discharged |
| 3 | **Partnership Working** | * Develop and maintain partnerships with stakeholders and third-party organisation i.e Adult social care, Solicitors, Police, Health care providers to improve outcomes for our customers * Act as a key contact for other agencies to ensure effective communication and prompt case resolution |
| 4 | **Continuous Improvement** | * Maintain a culture that is focused on learning and continuous improvement, and which rewards curiosity, openness to change, and experimentation * Act as a catalyst for change, challenging the status quo based on sound analysis and strategy * Identify good practice and highlight areas for improvement * Highlight successes to customers, staff, and stakeholders using the various media available including external publications |
| 5 | **Corporate Role** | * Consistently meet the organisation’s values in your day to day work * Work within the organisation’s Health and Safety policies and procedures taking personal responsibility for your own wellbeing * Work within the VfM policy giving consideration to efficiency, effectiveness, and economy * Provide and maintain excellent standards of customer care in accordance with the organisation’s Equality and Diversity policy * Take responsibility for own learning and development and actively participate in identified training and engage with the performance management system * Communicate effectively and work productively with all staff * Carry out a regular check of the website and intranet particularly in relation to your own areas of the business. Take responsibility for making sure that information logged is up to date and relevant * Maintain high standards of data quality and integrity in line with policies and best practice * Ensure compliance with GDPR and other relevant legislation in undertaking casework |

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| **No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.** |

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|  | Leeds Federated Housing Association  Person Specification | |  | | |
| Casework Coordinator | | | | | | |
| Attributes | | **Description** | | **ESSENTIAL** | **DESIRABLE** | |
| Knowledge and Experience | | Excellent knowledge of computerised systems and administrative procedures | | **ü** |  | |
| Experience of working in a customer focussed role | | **ü** |  | |
| Meets the Organisations values and behaviours | | **ü** |  | |
| Skills and Abilities | | Able to build and maintain positive working relationships internally and externally | | **ü** |  | |
| Able to build and maintain a culture of curiosity and continuous improvement | | **ü** |  | |
| Able to engage effectively with colleagues across departments to deliver results | | **ü** |  | |
| Able to produce clear, well-structured analyses of performance to aid effective decision making | | **ü** |  | |
| Able to build and maintain supportive and beneficial professional networks | | **ü** |  | |
| Qualifications | | GCSE or equivalent level of education | | **ü** |  | |