**Manchester City Council**

**Role Profile**

**Case Worker, Grade 6**

**No Recourse to Public Funds (NRPF)**

**Directorate: Adult Social Care**

**Reports to: Team Manager, NRPF**

**Job Family: Complex Services**

**Key Role Descriptors:**

The role holder will deliver high quality assessments for people seeking support from the Local Authority, determining eligibility against a set criterion and compliant with our statutory obligations. The role holder will be responsible for developing plans to manage and mitigate existing and future risks taking a holistic approach ensuring a wide range of needs are appropriately considered.

The role holder will assist and signpost people to engage with support services provided by both statutory and Voluntary, community and social enterprises (VCSE) ensuring that the person and their dependents are appropriately supported throughout the process.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of this vulnerable cohort of people residing in Manchester.

DBS (Disclosure and Barring Service) clearance - this post is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (amended in 2013). Appointable candidates will be required to apply for an Enhanced Disclosure and Barring Service (DBS) check. Information provided by you or the DBS will be dealt with in a confidential manner and in accordance with the DBS Code of Practice which can be viewed here. We have a policy on the Employment of Ex-Offenders, and it is available upon request.

**Key Role Accountabilities:**

Carry out detailed robust assessments to determine eligibility and the statutory duties of the Local Authority.

Provide support and advice to applicants providing the opportunity to engage with appropriate local and national community-based services.

Arrange and monitor payment to eligible applicants ensuring that funds are appropriately accounted for.

Arrange suitable accommodation for eligible applicants.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users can achieve their agreed goals.

Work with colleagues and stakeholders to produce plans which promote independence and develop resilience.

Promote the service across the organisation and to other statutory and Voluntary, community and social enterprises (VCSE).

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for eligible residents in Manchester.

Ensure all records, processes and systems are up to date and maintained to a high standard to assist with data collection, reporting and performance management.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**The role has specific responsibility to:**

* Carry out detailed assessments of the customer’s needs, in line with service eligibility guidelines and procedures. This includes establishing the identity and immigration status of the person referred and to ascertain their eligibility for support from the NRPF team.
* Arrange appropriate accommodation and financial support in accordance with the agreed procedures and policies of the NRPF team.
* Ensure that all payment for accommodation and/or subsistence payments comply with agreed policies and procedures.
* Update and extract information from corporate data systems as required and complete relevant documentation to a high standard, ensuring accuracy and confidentiality of information produced.
* Carry out functions in compliance with relevant policies, procedures and legislation. The role holder will develop a working understanding and knowledge of legislative regulations that impact on the provision of support to people who have unresolved immigration status and keep up to date with relevant legislative changes.
* Communicate effectively with the relevant person the agreed decision with regards to their eligibility and the assistance they are entitled to.
* Arrange interim accommodation/ maintenance pending further investigation.
* Participate in the coordination of appropriate responses to need from Health and Social Care.
* Ensure all responses are compliant with our statutory responsibilities and comply with our legal requirements.
* Maintain electronic case files to a high standard.
* Monitor changes in immigration status through the agreed review process and take appropriate action to changes in status.
* Report any suspected fraud or inappropriate use of resources to the line manager.

**Caseworker – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Problem Solving and Decision Making:** Ability to interpret rules and guidelines and know when something needs to be referred to the manager
* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others. It is essential for this role that you can communicate effectively with foreign nationals, often in distress, calmly and professionally.
* **Planning and Organising:** Provides work on time and to the required standard and is capable of prioritising own workload to meet deadlines.
* **IT Skills:** Ability to use multiple applications, systems.
* **Administrative:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Written Skills:** Ability to carry out detailed evidence-based assessments

**Technical Requirements (Role Specific)**

* Awareness of key relevant legislations and case laws.

**Desirable Requirement**

* Full drivers’ licence with access to a car. The job requires visits to applicants and to different office sites as we are a citywide based team. You will receive the Casual Car User Allowance for use of your car for official travel, but you must hold car business insurance.