



Role Profile

Job title	Case Management Lead (Corporate Services)
Role Family	TBC
Grade	Grade H
Reports to	Director – Corporate Services
Politically restricted post	Yes
DBS requirement	N/A

Team Summary

The case management team has a focus on delivering core support services and processes as efficiently and effectively as possible. Working as an empowered and multi-skilled team, support services requests will be dealt with on a case management basis using systems and processes to follow workflows, business rules and guidance where case resolution is straightforward. The team act as the initial point of contact for the customer through their customer journey consulting with specialists as appropriate. Where a case is considered to be complex it should be passed over to a relevant Specialist within Corporate Services.

Corporate Services includes Finance, Corporate Debt, Revenues & Benefits, Human Resources & Organisational Development, IT, Democratic Services, Committee Services and Information Services.

Role Purpose

The post holder will be responsible for ensuring an efficient, efficient and customer focused case management system within the team and in conjunction with the specialists within Corporate Services. They will lead and manage a case management function that has a focus on providing an integrated service to customers that meets the complex and varied needs throughout a customer's journey.

Key Tasks and Responsibilities

- Liaise with Lead and Senior Specialists within Corporate Services as well as the Place Case Management Lead Officer to ensure that resources are effectively deployed to maintain an efficient and effective service.
- Deliver agreed objectives and services associated with the Council's Corporate Plan.
- Ensure the delivery of a wide range of rules based case activities through a team of Case Officers with Team Leaders taking day to day responsibility for their officers.
- Overall responsibility for the case management team ensuring standards, processes and procedures are maintained and seek ways to continuously improve services.
- Recruit, train, induct, develop and mentor new staff
- In conjunction with the Team Leaders identify opportunities for multi-skilling across the teams and maintain training records as appropriate.
- Work collaboratively with Specialists and the Case Management Team Leaders in order to identify and develop new techniques and ways of working.
- Work in conjunction with Specialists and the Case Management Team Leaders in order to agree appropriate processes and training plans.
- Act as a point of contact for complex escalated enquiries / cases where appropriate, identifying practical and possibly new solutions to problems.
- Drafting reports for council committee meetings
- Ensure and support team leaders to effectively manage performance, standards and workflows.
- Provide guidance to the Case Management Team Leaders as they undertake decisions in relation to team / workload activity and when they are resolving highly contentious issues, minimising the impact on other service areas and customers.
- Liaise with Lead / Senior Specialists and Case Management Team Leaders to ensure that case management officer working patterns ensure effective cover is provided at all times.

- Manage the teams behaviours and ways of working, encouraging communication and empowerment within the team and in the way that the team works collaboratively with others.
- Undertake staff development, 1-2-1's and performance appraisals for team leaders and officers as required ensuring a development plan is in place and appropriate training completed.

As case management was being introduced into the council's operating model, staff identified as being case officers transferred into the team with their substantive duties. This role will lead our efforts in cross training officers in line with our vision for case management to ensure that we develop appropriate capacity and resilience within the teams.

Corporate Expectations

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Qualifications

- Good standard of education with a minimum of 5 GCSE's including Maths & English at Grades A-C (or level 3 literacy & numeracy or recent & relevant experience that demonstrates proficiency in English & Maths) is essential
- Level 5 qualification in management would be desirable

Knowledge, Skills & Experience

- Minimum of 5 years recent and relevant experience working within a relevant service area
- Recent and relevant experience of working with Senior Officers and Councillors
- Broad understanding of Council services
- Demonstrable ability to lead a team with experience in all aspects of people management including effectively managing performance, setting targets and dealing with issues as they arise, managing absence and recruiting & selecting staff
- Demonstrable experience of supporting teams through change activities
- Demonstrable experience of developing team members to create high performing teams
- Extensive experience of working in a customer focused role
- Demonstrable ability to understand and comply with legislation and regulations in day to day business
- Exceptional communicator with the ability to communicate and collaborate effectively across a range and variety of service areas and audiences
- Demonstrable relationship building, relationship management and negotiation skills with demonstrable ability to influence and persuade at the highest level
- Budget management experience
- Clear understanding of the case management approach with knowledge of utilising workflows and CRM systems

- Proven ability to analyse, problem solve and respond to requests with a clear understanding of when to escalate a case
- Competent user of IT, particularly Microsoft Office, with an ability to learn new systems quickly
- Proactive and committed to continued service and personal development
- Proven ability to be accurate, detailed and professional in approach to work
- Demonstrable ability in managing, designing and delivering effective workflow processes, continually looking for improvements and efficiencies
- Ability to seek out best practice from within the Council and from other organisations, to use feedback and experiences as learning points and to initiate or implement improved ways of working as a result
- Ability to produce and interpret management information, taking proactive steps to address any issues identified
- Ability to challenge unacceptable attitudes, behaviours or poor service quality

