

Caseworker Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

We would like to thank you for your interest in the Caseworker role within Sefton Council's Regeneration Economy and Asset Department.

Sefton's Building Services Section (Home Improvements Service) are tasked with the delivery of Disabled Facilities Grants, which are classed as major adaptations. Our main activities centre upon these adaptations which help enable clients to have safe access in and around their homes so they may continue to live there for as long as possible. We are seeking to appoint an experienced Caseworker who will have responsibility for the financial assessments of clients and who is highly motivated to assist in the delivery of these Disabled Facilities Grants from the initial enquiry through to completion of works in accordance with recognised procedures and time frames.

The successful applicant will be required to provide a Borough wide service to all our clients, have experience of working with older people and/or people with disabilities is desirable along with a genuine commitment to work to consistently high standards providing a quality service at all times, Communicate with a wide and varied customer base and liaise with Internal and external bodies and the various parties involved in delivering this key customer service. We are looking for a highly organised individual with a strong customer focus

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Sally Billington
Principal Housing Improvement Officer



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.

Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the

Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.



These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.

For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.

- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

You must have the ability to demonstrate commitment to the delivery and development of the Home Improvements Service along with knowledge of the following;

- Welfare rights/Benefits
- Financial assessments & processes
- Systems, processes & procedures necessary to support a busy office



- Private sector housing programmes and disabled adaptations.

Tasks you will be required to carry out include the following;

- Carrying out Caseworker visits, visiting older and/or people with disabilities to gather all required financial information as required to carry out financial means tests whilst providing advice, assistance and support to customers.
- Prepare & submit applications in support of obtaining charitable funding on behalf of customers.
- Work on own initiative whilst managing own workload to ensure deadlines/targets are met.
- Assist in the administration of Disabled Facilities grants/loans process from receipt of the initial referral to completion of works.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.

- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Tuesday, 14^h June 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Friday 19th June 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description and Person Specification

Post:	Caseworker
Directorate:	Regeneration Economy & Assets
Location:	Magdalen House, Bootle, L20 3NJ
Division:	Home Improvement Team
Grade:	F £28,598 to £32,061
Reporting to:	Director of Regeneration Economy & Assets

Job Purpose

Supporting the Principal Housing Improvement Officer in the delivery of comprehensive and efficient Home Improvement and Private Works Services the post holder will assist all applicants in completing the necessary documentation in support of their claim or requests for assistance and support, carry out financial assessments and assist in initiating formal approval of costs and arranging monies to be paid on completion of works.

Main Duties and Responsibilities

1. To provide advice, assistance and support to older or disabled people and other vulnerable individuals who wish to repair, adapt or improve their homes.
2. To assist the Principal Housing Improvement Officer to organise and manage all aspects of the housing grants/loans process from receipt of initial enquiry through to completion. To help direct the work of the Home Improvement Administrative staff to ensure key priorities are attained.
3. Ensure documentation required by all the agencies involved is used correctly.
4. Manage casework effectively within the timescales and framework set by the Principal Housing Improvements Officer. Provide a liaison service for the client throughout the process and with all other agencies.
5. Manage client expectations of the service and building works.
6. Identify any alternative funding options available to clients and where necessary prepare / submit applications in support of those claims, whilst ensuring that appropriate funding is in place before building work commences.

7. Visit clients in their own homes, providing the required level of advice and information, and maintaining regular contact with them at each stage of their application.
 8. Liaise and maintain good working relationships with other professionals from external, Statutory and Voluntary organisations to the enhancement of the agency service and work effectively to progress each case within the team.
 9. To seek to continually develop knowledge and skill for the benefit of the Home Improvement Service.
 10. Assist colleagues in the management, development and implementation of the case review system and maintain accurate case records.
 11. To work under own initiative with minimal supervision, manage a substantial caseload to ensure output targets are met and that each case is closely monitored and deputise for Senior Officers as and when required.
 12. Assist in dealing with all Legal enquiries relating to grant/loan applications. Ensuring where necessary that all land charges are registered promptly.
 13. Work co-operatively and enable other members of the team to work to the best of their ability.
 14. Work within Sefton Council guidelines and procedures.
 15. Be aware of and committed to the promotion of Sefton Council's values, mission and diversity statements in both employment and service delivery.
 16. Carry out any other specified tasks that may be reasonable required by the Principal Housing Improvements Officer with the proviso that any change of a permanent nature will be written into the job description.
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Special Conditions

Attendance at evening meetings of the Council's Committees and Resident or Interest Group meetings may be a feature of this post.

A casual car user's allowance is available. The post holder must hold a current driving licence.

General

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All members of staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

All staff will undertake, and participate in training, coaching and development activities, as appropriate.

Note: Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job



PERSON SPECIFICATION

Post: Housing Improvements Caseworker **Post No:** 18296

Department: Regeneration Economy & Assets **Section:** Property & Building Services

Personal Attributes Required (considerations)	Essential (E) Or Desirable (D)	Method of Assessment (suggested)
<u>Qualifications / Training</u>		
Literacy and numeracy qualifications.	E	AF/C/I
E.C.D.L. or equivalent computer qualification.	D	
<u>Experience</u>		AF/C/I
Extensive administrative experience.	E	
Experience of administration for the home improvement Building Maintenance or within the social services/health sector.	D	
Experience of working with older people and/or people with disabilities.	D	
Working effectively in partnership with a wide range of communities, partners and other agencies.	D	
Experience of working effectively under pressure to meet deadlines in a busy Environment.	E	
Experience of carrying out financial assessment and administration.	D	
Experience of using IT applications and maintaining information systems.	E	
<u>Knowledge</u>		
An understanding of the systems, processes and procedures necessary to support a busy office.	E	AF/C/I



<p>A detailed knowledge of welfare rights.</p>	<p>E</p>	
<p>A detailed knowledge of Private Sector housing programs and disabled adaptations including Minor Works.</p>	<p>D</p>	
<p>Understanding of the Council's Equality and Diversity policies.</p>	<p>D</p>	
<p>Knowledge of construction services.</p>	<p>D</p>	
<p>A good understanding of the administrative systems, processes and procedures necessary to manage individual workload.</p>	<p>D</p>	
<p>Knowledge and understanding of financial assessments and processes.</p>	<p>E</p>	



<p>Skills</p> <p>The post holder must have strong listening and verbal communication skills – to determine and respond to service user needs.</p> <p>The post holder must have good written communication skills – the ability to keep accurate and organised records and present information in a clear and concise manner.</p> <p>The post holder must have good interpersonal skills and the ability to form good working relationships with other internal departments, clients, contractors and the like.</p> <p>The post holder must have effective problem solving and negotiation skills. Showing innovation to ensure that the service user’s requirements are met in the most effective way.</p> <p>The post holder must have the ability to use own initiative to prioritise, and organise their own workload, working effectively under pressure to meet deadlines/performance targets.</p> <p>The post holder must have the ability to gather and assess new information and to use it effectively. Ability to interrogate databases and produce reports.</p> <p>The post holder must have the ability to work effectively as part of a team with a positive ‘can do’ attitude.</p> <p>The post holder must have well-developed IT/Computer skills including everyday use of Microsoft office based systems. Detailed knowledge of Authority (Flare database)</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>AF/C/I</p>
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<p>Aptitude</p> <p>The post holder must work within recognised guidelines. The work involves making frequent decisions without ready access to senior officers. The job holder consults a manager for advice on policy or resource issues.</p> <p>The post holder will be required to demonstrate the ability to perform at the following levels for core competencies: Levels 1 & 2 (see appendix).</p> <p>The post holder will be required to be self-motivated with a focus on personal and team achievements.</p> <p>The post holder will be required to have empathy with the needs of older people and people with disabilities and have a genuine commitment to meeting their needs whilst being authoritative when necessary.</p> <p>The post holder will be required to have a commitment to working to high standards of customer care and delivering a quality service in a responsive and customer orientated environment.</p> <p>The post holder will be required to have a flexible approach to work.</p> <p>The post holder will be required to be reliable, trustworthy and conscientious possessing a commitment to the highest standards of conduct when dealing with public funds.</p> <p>The post holder will be required to be committed to self-development willing to learn and attend training courses as necessary.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF/C/I</p>
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SPECIAL REQUIREMENTS		
The post holder may be expected to attend meetings outside of normal working hours.	E	AF/C/I
The post holder may be required to participate in the emergency plan.	E	
The post holder must be able to travel independently over a wide geographical area if required	E	

Prepared by: Sally Billington

Date:26.5.26

AF = Application Form
 C = Certificate
 I = Interview
 T = Test
 P = Presentation

