Job Description

Scottish Welfare Fund Case Reviewer

Reports to:	Scottish Welfare Fund Review Team Manager
Location:	Edinburgh
Job purpose:	Working as part of the Scottish Welfare Fund (SWF) Review Team to provide frontline services to members of the public contacting the SPSO about reviews on decisions relating to the Scottish Welfare Fund.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY

SERVICE DELIVERY	Delivering an efficient, effective and independent service to review the decisions of local authorities on Community Care Grants and Crisis Grants.	• Effectively managing a portfolio of enquiries and SWF decision reviews to ensure they are handled appropriately and within the relevant timescales.
		• Delivering a frontline service consistent with relevant guidance and process:
		  o managing stakeholders' expectations, keeping parties updated and working to the SPSO's service standards;
		  o seeking appropriate outcomes, including resolutions, where appropriate;
		  o using appropriate methods of communication when establishing the facts, gathering evidence and sharing decisions;
		  o responding to general enquiries and providing guidance to members of the public in an approachable, efficient manner by telephone, in writing and face to face; and
		  o signposting service users to external agencies where matters are not within the SPSO's remit.
			Delivering Excellent Service
			
			Planning and Organising
			
			Effectively Communicating and Managing Relationships
			
			Being Open and Adaptable

CASE PROCESSING	Handling cases and enquiries in a consistent, fair way.	• Working with SWF Review Team colleagues to ensure cases are considered in line with the relevant guidance and process and with SPSO's legal role, including:
		  o clarifying the basis of SWF decision reviews with stakeholders;
		  o identifying and gathering evidence where appropriate to reach a fair decision;
		  o tailoring investigation approach to meet stakeholder needs;
		  o questioning the evidence and making robust decisions on their own merits and with discretion;
		  o ensuring accurate record keeping on all cases; and
		  o handling decisions sensitively.
			Analysis and Judgement

SERVICE IMPROVEMENTS	Identifying and acting to continuously develop existing or new processes.	• Actively seeking opportunities/initiatives to provide information to existing stakeholders and to raise SPSO's profile with new stakeholders including:
		  o identifying and making contact with persons and bodies of interest, relevance and use to the SPSO; and
		  o developing and maintaining positive relationships with key contacts.
		• Representing SPSO at external events.
			Delivering Excellent Service
			
			Effectively Communicating and Managing Relationships

TEAM WORKING	Contributing to the effectiveness and success of the SWF Review Team.	• Working with SWF Review Team colleagues to identify and manage changing priorities. • Covering for other team members as appropriate. • Building strong working relationships across SPSO and with external stakeholders. • Promoting equality and diversity as appropriate.	Working Together and Valuing Difference
PEOPLE DEVELOPMENT	Managing your own performance and development and supporting the development of others.	• Working with the SWF Review Team Manager to agree and meet clear individual objectives. • Taking responsibility for developing own skills, knowledge and competencies through internal performance management processes. • Providing guidance, support and coaching to colleagues. • Sharing knowledge and experience informally and through formal knowledge sharing channels.	Developing Self and Others

STRATEGY	Seeking to understand and contribute to organisational goals by improving the handling of SWF decisions.	• Demonstrating awareness of strategic objectives of the organisation and uses knowledge to inform actions.	Being Open and Adaptable