

Caseworker (Grant Support)

Grade / Salary:	B1: £33,754 to £36,612 (rising to £34,936 to £37,894 with effect from 1 April 2026)
Department:	Independent Living Directorate
Reports to:	Senior Independent Living Caseworker
Reportees:	None
Location:	This role is offered on a hybrid working arrangement with an office based in Livingston (at least one day per week to be worked in Livingston)
Hours of Work:	35 hours per week (FTE), happy to talk flexible working
Employment Type:	Permanent

Overview

ILF Scotland is a Non-Departmental Scottish Public Body (NDPB) constituted as a company limited by guarantee. It was created following the closure of the UK ILF in June 2015 and has been administering Scottish ILF funding for existing fund Recipients in Scotland since 1 July 2015. The purpose of this funding is to enable independent living for disabled people, giving Recipients control, choice and dignity. In late 2017, the Transition Fund (TF) was launched after major co-production, to support young disabled people between 16 and 25 in the transition after leaving school or children's services to be more independent, more

active and engaged in their community, and to build and maintain relationships with other people.

ILF Scotland currently distributes annual funding through the Independent Living Fund and Transition Fund (TF) of approximately £68m alongside revenue budget of approximately £4M to support individual Recipients lead independent lives. The organisation consists of a staff team of around 80 people, who provide independent living support for over 8,000 current fund Recipients per annum.

As a values-based organisation, ILF Scotland takes a values-led approach to legislative compliance where people and relationship building are a key focus.

Job Purpose

Provide a key supporting role to the Independent Living Fund Lead (TF), in the delivery of ILF Transition Fund to eligible people across Scotland.

The role will predominantly work within the Transition Fund but is not limited to this area of work and the postholder will be required to work flexibly across the Directorate. Recipients of the Transition Fund apply and receive funding from ILF Scotland. The main focus of the role is to assist those Recipients of TF funding who require support to use their grant to purchase the items and services agreed at the point of the award being made, managing the use of the grant with the young person and recording and managing receipts and any unspent funds.

This is a new role and as such the job holder will work with Senior TF and Finance staff to develop the role and develop and implement

policies and procedures to optimise how these processes are managed and recorded.

Main Duties

Case Management 25%

- Responsible for end-to-end grant process for the Scottish Transition Fund.
- Responsible for the management of own caseload. Liaising regularly with Independent Living Fund Managers and Assessors to ensure caseload is managed appropriately.
- Responsible for identification and action in relation to misuse of funds. Authority to suspend payment of awards and responsible for the sensitive management of communications to key stakeholders.
- Ensure accurate and detailed case management using our systems. Case files are quality assured by random sample.
- Responsible for ensuring complex situations are promptly identified and referred to appropriate colleagues in a timely and effective way.

Grant Management 40%

- Work with grant Recipients requiring assistance to manage the use of their grants to ensure that they gain maximum benefit from the funds provided by the Transition Fund.
- Facilitate the purchase of goods and services for Recipients based on the items agreed in their award, based on their application.

- Manage requests for changes to use of grants from Recipients or their representatives, making autonomous decisions where appropriate and liaising with senior staff for advice and authorisation where required.
- Effectively monitor and record expenditure for each Recipient and advise senior staff of any issues arising.
- Analyse data to identify any areas of concern and / or trends whilst making recommendations on solutions to rectify matters to the Senior Leadership Team.
- Make recommendations for changes to systems and processes and streamline working practices to enhance the Recipient experience.
- Produce performance reports to assist senior management in understanding performance and any issues arising.
- Where appropriate, escalating certain cases in order to make recommendations for related decision making.
- Produce, analyse and interrogate data from reports and take appropriate action as required.

Policies and Procedures

15%

- With a focus on continuous improvement, lead, develop and implement policies and procedures in line with the third-party management of ILF Scotland Grants.
- Ensure policies and processes related to grant management are clearly and concisely documented, updated as appropriate and have a schedule for review.

- Lead on work with colleagues and stakeholders to ensure these policies and procedures are read and understood, fit for purpose and in line with ILF Scotland's values and culture.
- Contribute to work with both Internal and External Audit whenever audits are performed.

Financial Management 10%

- Lead on the design and preparation of qualitative financial information pertaining to third party grant management.
- Ensure accurate and timely records are kept.
- Support and collaborate in the implementation and review of internal financial controls.
- Ensure ILF Scotland works at all times within expected best practice financial policies and procedures.
- Support the Head of Finance / Independent Living Fund Lead, Transition Fund in implementing any audit recommendations from both Internal and External Audit.

Departmental Support 10%

- Provide pro-active professional support and input to the Transition Fund Managers, Head of Finance, Senior Leadership Team, Internal and External Audit regarding grant management.
- Carry out any other relevant duties as may be required by the Independent Living Fund Lead, Transition Fund.

Problem Solving

The post holder is responsible for the effective and efficient running of the end of grants process and as such will need to ensure they are solutions driven in a challenging area of work.

Decision Making

The post holder must have the influence and confidence to make decisions that affect our Recipients and also our organisation whilst ensuring they have the foresight to understand what impact these decisions would have on all stakeholders involved.

Autonomy

The post holder has the autonomy to develop and implement policies and procedures in line with role and outcomes required.

Impact

The role will ensure public funds are used effectively and safely, supporting Recipients in line with ILF Scotland values allowing Recipients to exercise optimal choice and control over the use of their award while ensuring that they gain maximum benefit from their award.

Knowledge, Skills and Experience

- demonstrable recent experience of managing grants or similar caseloads ideally within a local authority, Public Body, Third Sector / Not for Profit or health and social care setting

- demonstrable experience of liaising with multiple stakeholders
- in-depth knowledge of ILF Scotland policies and procedures (training provided)
- good awareness of social care issues in Scotland and Northern Ireland. (training provided)
- good awareness of issues for young people in transition in Scotland. (training provided)
- awareness of equality and diversity issues, in particular disability
- CPAG Welfare Benefits knowledge, experience, and practical application (training provided)
- strong verbal and written communication skills, with the ability to build good working relationships in order to collaborate effectively, recognising and supporting the diversity of stakeholders
- excellent administration and organisational skills (including use of IT and being proficient in MS office applications)
- the ability to prioritise and organise your own workload effectively, working largely unsupervised, prioritising tasks in a logical manner with the ability to meet tight deadlines
- highest levels of professional commitment and integrity
- strong attention to detail and a high level of accuracy

- ability to adhere to relevant financial policy and relevant legislation
- excellent judgment and considered decision-making
- excellent customer service, handling Recipient contact in a compassionate and friendly manner, building trust with dignity and respect in line with ILF Scotland values
- highly analytical and mathematical
- working flexibly across the team, taking on a range of other work as required and delegated by the Senior Independent Living Fund Caseworker to ensure that priorities are met whilst being confident and pro-active, looking for opportunities to improve ways of working
- an excellent communicator with the ability to communicate at all levels, build and maintain relationships with young disabled people, families, carers, and other third-party supporters to ensure the best independent living outcomes for grant Recipients
- experience of examining complex information and taking into account Recipient circumstances to inform guidance and recommendations
- ability to maintain confidentiality and work within protocols and procedures
- a proven ability to work effectively in a changing environment, using flexibility and initiative to overcome challenges
- demonstrable experience in working with figures and accounts