

Independent Living Fund Caseworker

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)
Employment Type:	Permanent

Overview

ILF Scotland is a Non-Departmental Public Body (NDPB) in Scotland, constituted as a company limited by guarantee. It was created following the closure of the UK ILF in June 2015 and has been administering ILF funding for existing fund Recipients in Scotland and Northern Ireland since 1 July 2015. In April 2024, the Independent Living Fund re-opened to new applicants in Scotland.

ILF Scotland distributes annual funding of around £68m to support Recipients to lead independent lives. The organisation has a staff team

of around 80, who provide services for approximately 8,000 current fund Recipients split between the Independent Living Fund and Transition Fund.

The organisation is fully funded by, and accountable to, Scottish and Northern Ireland Government Ministers via a Board of Directors.

Directors are appointed by Scottish Ministers in line with the Scottish Public Appointments process.

As a values-based organisation, ILF Scotland takes a values-led approach to all the work they do where people and relationship building are a key focus.

Job Purpose

- To be responsible for the administration of any ILF Scotland funds which includes responsibility for the processing, evaluation and management of Grants via the Transition Fund.
- Responsible for the accurate and effective processing, evaluation and management of a complex and diverse caseload of Independent Living Fund awards covering Scotland and Northern Ireland. Authority to increase awards within specified guidelines.
- To analyse, interpret and evaluate Assessor's reports to ensure accurate evaluation of complex cases. Ensure all relevant information is available for consistent and accurate assessment.

- To determine, in line with policy guidelines, the level of award, escalating out of policy awards as required. To suspend awards in cases of non-compliance.
- To communicate with a wide range of stakeholders including Recipients and their representatives, local authorities (LAs), Health and Social Care Trusts (HSCT), and third parties.

Main Duties

Case Work **45%**

- Responsible for end-to-end grant process for the Transition Fund.
- Responsible for end-to-end award process of Independent Living Fund awards in Scotland and Northern Ireland.
- Responsible for the management of own caseload, liaising regularly with Independent Living Fund Managers and Assessors to ensure caseload is managed appropriately.
- Analyse highly complex social care and welfare rights information and reports received from Assessors for completeness and accuracy. Identify missing data, inaccurate information or inconsistencies using deep understanding of Recipient's likely financial, care and benefits circumstances. Seeking clarification and additional information from key stakeholders for example LA / HSCT, Recipients etc.

- Delegated authority to increase awards within specified guidelines. Post holder is totally accountable for their awards in either the Independent Living Fund or Transition Fund. Detailed guidelines and policies are available to support decision making process.
- Notify Recipients and key stakeholders of outcome of award consideration. Escalate awards to Discretionary Decisions Panel with detailed report. Decisions made by post holder are appealable to the ILF Scotland Director of Policy, Improvement and Engagement.
- Responsible for identification of under-spending of existing awards and to action appropriate recovery steps, managing the case to ensure full recovery. Sensitive management of the case is critical to mitigate impact on Recipient and reputational risk of ILF Scotland.
- 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 bespoke case management system. Case files are quality assured by random sample.
- Responsible to ensure complex situations are promptly identified and referred to appropriate colleagues in a timely and effective way.

Customer Relations 25%

- Develop deep relationships and understanding of key stakeholders' working practices for example LAs / HSCT Social Work to represent the Recipient and to ensure their circumstances are accurately reflected in documentation.
- Raise any concerns or issues with key stakeholders that may arise as a consequence of awards being reduced or suspended.
- Discussion with Recipients, their families, carers and Personal Assistants in relation to the outcome of their award review ensuring that their personal circumstances and disabilities are taken into account. Deal empathetically with a wide range of emotions and responses that may arise from Recipient, their families and carers.
- Ensure data protection policy and procedure is adhered to at all times.

Policy and Procedures, Continuous Improvement 20%

- Responsible for maintaining professional knowledge and understanding of relevant social policy, new / updated policies and procedures.
- Contribute to continuous improvement of the case management process and policies.
- To be a lead member of staff or deputy in the following areas as required: Overpayments; Information Management; Welfare

Rights; Discretionary Decisions; Quality Frameworks; Allegations of Fraud.

Administration 10%

- The post holder will be self-sufficient in administration. Letters need to be issued to Recipients, Award Managers, local authorities and financial management agencies along with the appropriate form or document.
- Maintain adequate supply of forms.
- Process incoming and outgoing mail.
- Any other duties as reasonably required which are commensurate within the grade to meet the needs of the organisation.

Problem Solving

The post holder is responsible for the delivery of their caseload either to award stage or escalation to Discretionary Panel. Reports from Assessors and applications from Transition Fund applicants are often complex and each case is unique. The post holder needs to analyse, interrogate and interpret the report using their depth of knowledge to ensure accuracy and that information is consistent and complete.

Financial statements from Recipients are often incomplete and contradictory requiring investigation and requesting additional information. Information from LAs / HSCT can be incomplete.

Decision Making

The post holder, from analysis and interpretation of the documentation and using pre-determined criteria generated by the case management

system, has delegated authority to make a financial award to Recipients within specified guidelines.

The post holder decides if the information / data they have is correct and complete prior to making assessment of the application.

Autonomy

The post holder has delegated authority to increase financial awards within specified guidelines.

The post holder is responsible for the content and delivery of their caseload, contacting stakeholders and Recipients as required.

Impact

The granting of an award to a Recipient has a significant impact on the quality of their life. The decision, within specified guidelines, not to grant the award can have significant implications.

Should the post holder not apply the policies and procedures appropriately and either grants or refuses an award, the impact on the Recipient and the reputation of ILF Scotland could be significant.

Knowledge, Skills and Experience

Essential

- Demonstrable recent experience of caseload management within a local authority, Public Body or Third Sector / Not for Profit or health and social care setting.

- Demonstrable experience of liaising with multiple stakeholders.
- Demonstrable experience in prioritising and organising workload, working largely unsupervised, prioritising tasks in a logical manner with the ability to meet tight deadlines.
- Proficient 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.
- Demonstrable experience in evaluating cases based on urgency, complexity and associated risk to determine which require immediate attention.
- Awareness of equality and diversity issues, in particular disability.
- Proven communication skills with the ability to communicate at all levels, build and maintain relationships with disabled people, families, carers and other third-party supporters to ensure the best independent living outcomes for Recipients.
- Demonstrable customer service skills, handling Recipient contact in a compassionate and friendly manner, building trust with dignity and respect in line with ILF Scotland values.
- Demonstrable administration and organisational skills (including use of IT and being proficient in MS office applications).

Desirable

- 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-maker.
- 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 proactive, looking for opportunities to improve ways of working.
- 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.
- Proven ability to work collaboratively in a changing environment, using flexibility and initiative to overcome challenges.
- 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).
- Welfare Benefits knowledge, experience and practical application (training provided).