

Foundations

The National Body for Home
Improvement Agencies





Good Casework – what is it all about?

The prime purpose of an HIA Caseworker is to help older and disabled people to remain in their homes

The prime purpose of the Caseworker's Manager is to empower, support, and enable him or her to do this job.

Good Casework is the heart of what an HIA is all about

My Life in HIAs

- 1982 – the Voluntary Sector – pioneering the concept – battering on the Council's doors
- 2003 – The Statutory Sector – Grants Team + HIA + Public Sector Adaptations
- BUT THE CASEWORKER ALWAYS WEARS 2 HATS!
- 2007 – All singing, all dancing (adding in the Housing OT Service)
- The challenge – holding onto HIA principles – we are advocates not grant processors!



The Caseworker Focus

The Caseworker looks at

- Health
- Wealth
- Environment

So what do we need to know, in order to be good Caseworkers?

Training

Please invest in the following –

- Welfare Benefits - a thorough understanding
- Basic building knowledge
- Understanding of the grants system
- Understanding of how equity release products work
- The principles of advocacy
- Disability awareness, general & specific
- Cultural awareness – different communities have different needs
- Time management!

Listening to the stories

- That is how it all begins.....



Networking

....is the absolute duty of both the Caseworker and the HIA manager

We all need

- Local knowledge & contacts
- Knowledge of national & local charities & support bodies (LVSCs, LAAs etc)
- Opportunities to learn from & compare services
- Partnerships & friends



Caseworker Job Titles & Roles

- Staying Put/Care & Repair CW
- Moving On (private sector/public sector)CW
- Benefits CW
- Independent Living CW
- Emergency/fast track CW
- Hospital Discharge CW
- Advocacy CW
- Clutter Clearance CW
- Grant Officer CW
- Other.....Casework/Surveyors

Boundaries and Workload

- The boundary of our service is where the next service starts
- Following up referrals
- Workload – just how much can those poor downtrodden Caseworkers do?
- Empower your Caseworkers!
- Recruit more of them (if you can find the money)!
- Invest in them

Recruiting the Perfect Caseworker

What do you look for? Someone

- Who cares
- Has commitment
- Is realistic
- Is person centred
- Flexible and tactful
- Sufficiently numerate & literate

- Experience – desirable but not essential

In Conclusion

A good Caseworker should really care, but also have his or her feet on the ground

A good HIA Manager should be dedicated to giving support & making things happen

Both should be committed to learning from their experiences

It's all about the client!

