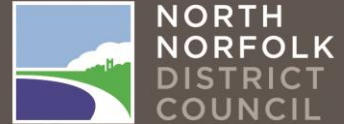


JOB DESCRIPTION



Housing Adaptations Officer (2256)

Service Area

Housing Adaptations Team

Manager/Team Leader

Housing Adaptations Team Leader

Direct reports

0

Total Managed

0

Purpose of the Role

To administer the Council's Disabled Facilities Grant (DFG) Programme in the most efficient and cost effective way, maximising commitment and spend of the budget. To assess applicants requesting adaptations to determine whether the adaptations are 'necessary and appropriate' and whether such adaptations can be 'reasonably and practicably delivered' in line with eligibility under the Housing Grants, Construction and Regeneration Act 1996. To assess for and deliver grants in a timely manner in accordance with statutory timescales. To administer policies and programmes which have been developed to sit alongside the DFG and which seek to deliver similar outcomes primarily supporting older and vulnerable people to be able to continue to live independently in their own homes.

Key Result Areas

1. To support the delivery of the most effective and efficient service for the delivery of adaptations and to fully utilise the available budget.
2. To manage fluctuating demand for the service, prioritising work load in order to minimise the end to end timescales for delivery of grants through the 7 stages
3. To support the efficient working of the team, to ensure effective work flow and case management, minimising double handling and duplication. To manage a personal caseload in response to service demands.
4. To support effective communication with team members, customers and stakeholders
5. To provide advice and assistance to those contacting/being referred to the Housing Adaptations Team to include information related to the eligibility for and

*In order to assess this from the application form we require you to provide an example

process for applying for a Disabled Facilities Grant, eligibility for and prescription of equipment, eligibility and process for supporting a move to more suitable accommodation in the social housing sector or in the wider housing sectors and self-funding adaptations.

6. To assess for and make recommendations for adaptations, to provide support with moving through the provision of Housing Needs reports and prescribing equipment.
7. To liaise with the Occupational Therapist in the Housing Adaptations Team in relation to complex cases and refer on for formal assessment if required.
8. To liaise with other professionals involved in the support and care needs of clients as appropriate and refer for further assessment for personal care/domicillary care where appropriate considering safeguarding and mental capacity
9. To liaise with family members, advocates, support workers, landlords, owners as appropriate.
10. To assist service users with making applications, providing supporting information including means testing and verification of financial resources, proof of title, landlord and owners consent and explaining grant conditions and legal responsibilities and acting as the main contact/lead professional through the adaptations process.
11. To assist grant applicants in making preparation for contractors to undertake adaptations including support with clearing areas, decluttering and where necessary vacating the property and arranging respite.
12. To provide advice and assistance where appropriate to arrange non adaptation related works including repair and maintenance and improvements including applying for grant programmes or to charitable bodies and releasing funds via equity release
13. To provide advice and assistance where appropriate in arranging help in the home
14. To work methodically and put in place adequate checks to ensure a high level of accuracy to support data quality and quality assurance processes by ensuring that all actions are recorded in a timely manner on the system
15. To support and develop yourself and team members including co-located staff through regular team meetings and actively participate in one to ones, quarterly appraisals/check-ins and training
16. To work with the Service Development Officer (Early Help and Prevention) and Service Development Officer (Housing Solutions) in the development and implementation of policies and procedures and service improvements; including different options for delivering adaptations (including potential direct provision) and collaboration with other teams within Peoples Services and the Council and other agencies to deliver outcomes primarily supporting older and vulnerable people to be able to continue to live independently in their own homes
17. Manage information and data integrity in line with relevant legislation including Data Protection, GDPR and Freedom of Information as appropriate
18. To undertake the role of systems administrator as appropriate
19. To be aware of and be able to identify risks to individuals in the course of your work and understand when you are legally obliged to pass on concerns to appropriate bodies including safeguarding concerns and concerns relating to the Housing , Health and Safety Rating System
20. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions
21. Any other work required/directed with the confines of the grading of the post

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PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Job Title (Post)		Essential	Desirable	How Identified
Experience/ Knowledge	High level of knowledge and understanding of the Disabled Facilities Grant and Housing Grants, Construction and Regeneration Act 1996		✓	App Form*/ Interview
	Experience of working with contractors in the delivery of housing projects (adaptations/alterations/repairs and maintenance/improvements)		✓	App Form*/ Interview
	Knowledge of the Housing, Health and Safety Rating System		✓	App Form*/ Interview
	Knowledge of safeguarding of vulnerable adults and children	✓		App Form*/ Interview
	Experience of working in a complex demand led service		✓	App Form*/ Interview
	Experience of delivering a service to customers who are potentially vulnerable and who may have complex needs	✓		App Form*/ Interview
	Experience of implementing policies and procedures	✓		App Form*/ Interview
	Experience of resolving complicated enquiries and complaints, including dealing with vulnerable and difficult customers	✓		App Form*/ Interview
	Experience of supporting the implementation and management of change with a focus on continuous service improvement and outcomes		✓	App Form*/ Interview
	Experience of working in a multi-disciplinary team		✓	App Form*/ Interview

*In order to assess this from the application form we require you to provide an example

	Experience of working in partnership/multi-agency service delivery environment	✓		App Form*/ Interview
Qualifications	Educated to A level or equivalent and GCSE or equivalent in English and Maths minimum grade C	✓		App Form*
	Corporate Membership of the Chartered Institute of Housing or equivalent professional membership		✓	App Form*
Training	Appraisal training, coaching and mentoring		✓	App Form*
	Equality, Diversity and Inclusion training		✓	App Form*
	Safeguarding training	✓		App Form*
	Housing, Health and Safety Rating Training		✓	App Form*
	Risk assessment		✓	App Form*
Skills	Planning and organising skills	✓		App Form*
	Methodical, managing competing priorities and pressures	✓		App Form*/ Interview
	Analytical skills	✓		App Form*
	Problem solving skills	✓		App Form*/ Interview
	Ability to identify inaccuracies and irregularities	✓		App Form*/Test
	Interpersonal skills and ability to respond to the diverse needs of customer and stakeholders	✓		App Form*/ Interview
	Competent in the use of I.T, systems and software applications including Microsoft Office, Outlook, Excel, TEAMS,	✓		App Form*
Aptitude and Disposition	Flexible and adaptable	✓		App Form*
	Ability to work collaboratively	✓		App Form*/ Interview

*In order to assess this from the application form we require you to provide an example

	Ability to maintain confidentiality and engender trust	✓		App Form*
Personal Circumstances	ability to drive and access to transport	✓		App Form*
Physical	significant element of lone working	✓		App Form*

Type all content in Ariel

*In order to assess this from the application form we require you to provide an example