Job Description

Job title	PSH Senior Adaptations Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Housing
Range	MPR 5
Reports to	Private Sector and Adaptations Team Leader

Main purpose of the job:

Under the direction of the Private Sector Housing & Adaptations Manager and/or Team Leader take lead responsibility, support and management of the PSH Adaptations teams overseeing the day to day running of the service.

To provide guidance, support and advice with regards to Disabled Facilities Grant (DFG) schemes, early intervention, formal application, supervision of officers case load and the relationship with external agencies.

To deputise for the Private Sector Housing & Adaptations Manager as and/or Team Leader when required.

To ensure that complaints from DFG applicants are prioritised and actioned within reasonable time scales. Maximising the use of available legislation whilst having regard to the Council's Financial Assistance Policy.

To ensure that applications to the Councils Disabled Facilities Grant (DFG) are dealt with in line with statutory timescales whilst also ensuring that the use of funding contributes towards the Council Plan objectives.

Manage the Council's tenant application in the same professional manor as with the DFG process. Ensuring full communication with the HRA to ensure agreed processes and standards are met.

To investigate and prepare responses to complaints and enquiries from Ward Councilors and local MP's.

To monitor the two adaptations budgets as directed by the PSH Manager.

To engage with Adult and Childrens Social Care Occupational Therapy Seniors to maintain good communication with regards to the adaptions/grant processes.

To attend regular meetings with the Senior OTs.

To maintain a good working relationship with the Home Improvement agency (HIA) and any external professionals who may be working with any of the DFG applicants as their agents/representatives.

Liaise with stakeholders in a way that promotes the vision and values of the Council.

Accountabilities and outcomes:

List the key accountabilities along with outcomes, commencing each with an action verb and describing what is done and why, e.g.: "Manage and develop the joint consultative and negotiation

Manage and lead on complex project led work and coordinate distinct service areas as required. This may include corporate and professional issues.

Monitoring of Home Improvement Agency activities through regular meetings, ensuring compliance with DFG process and budgetary requirements.

Ability to use the relevant IT systems, to keep accurate records of the case files and ensure that each case can be tracked to assist with monitoring of officer workload.

Ability to provide statistical and monitoring data, to outline, both the current position and timescales involved in case management of officers.

Monitoring of referrals from Occupational Therapy Services and allocations of cases to Officers.

Attendance to Occupational Therapy Service meetings on behalf of PSH Team Manager.

Responsibility for financially monitoring DFG cases by using the Councils' finance system. This requires continuous monitoring. Be able to advise the Service Manager of the budget position on a monthly basis.

To assist with keeping accurate budget figures for the various budgets which are held by the department. Be able to advise the Service Manager of the budget and statistical position in the absence of the department manager and team leader.

As required, to be responsible for the use of equipment available within the section, and to train and assist team members in the effective use of equipment.

Assist in conducting reviews and developing services to achieve high-quality service provision.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.



Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Private Sector and Adaptations Team Leader

The post holder will be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Qualified HHSRS practitioner
- Minimum of three years experience of delivering adaptations via the Disabled Facilities Grant process.

Level B (in addition)

- Competency certificate for the use of Ferret means testing systems and means testing regulations
- Continuing Professional Development (CPD)
- Undertake Management training series delivered by Workforce Development
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Level C (in addition)

- A Level 4 Diploma in Building Surveying or HNC Level 4 in Construction / Building Studies

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Knowledge

Level A

- Knowledge of complaints and complaints procedures
- Complex knowledge of Disabled Facilities Grants
- Undertaking of officer case reviews to assist with the PDR process
- Ability to triage service requests received based upon information supplied
- Knowledge of statistical requirements in monitoring of DFG budgets

Level B (in addition)

- Comprehensive knowledge of the Housing Act 2004 and associated legislation/guidance to include but not limited to The Environmental Protection Act, Housing Act 1985, Landlord and Tenant Act 1987, Housing and Planning Act 2016, Housing Grants Construction and Regeneration Act 1996.
- Ability to understand Corporate complaints system and respond to enquiries appropriately

Level C (in addition)

- Comprehensive understanding of working with Adult and Children's Social care
- Comprehensive understanding of working with a Home Improvement Agency

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Experience

Level A

- Able to demonstrate technical knowledge relating to delivery of adaptations.
- Demonstrate ability of supervising a team

Level B (in addition)

- Demonstrable experience of undertaking delivery of complex adaptations cases.

- Producing concise statistical reports relating to officer performance to assist in policy and procedures development for the team.

- Demonstrable experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway.

Level C (in addition)

- Ensure compliance of actions undertaken by the team, keep housing conditions under review and to identify actions officers may need to take under a range of statutory provisions.
- An understanding of budgets and Council's computer-based finance systems (or similar) in order to run financial reports for income and debt.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook

- Full driving valid license for use in the UK and access to own transport for work purposes

- Demonstrable ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands.

- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
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- Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences

- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems

Level B (in addition)

- Demonstrable ability to carry out tasks and/or advise on internal procedures.

- Demonstrable experience of providing general information, advice and guidance on internal procedures relating to finance

- Demonstrable ability to undertake some direct responsibility for the management, supervision, co-ordination or training of other employees.

Level C (in addition)

- Demonstrable experience of thoroughly analysing information and reviewing of team procedures
- Organising of specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion.