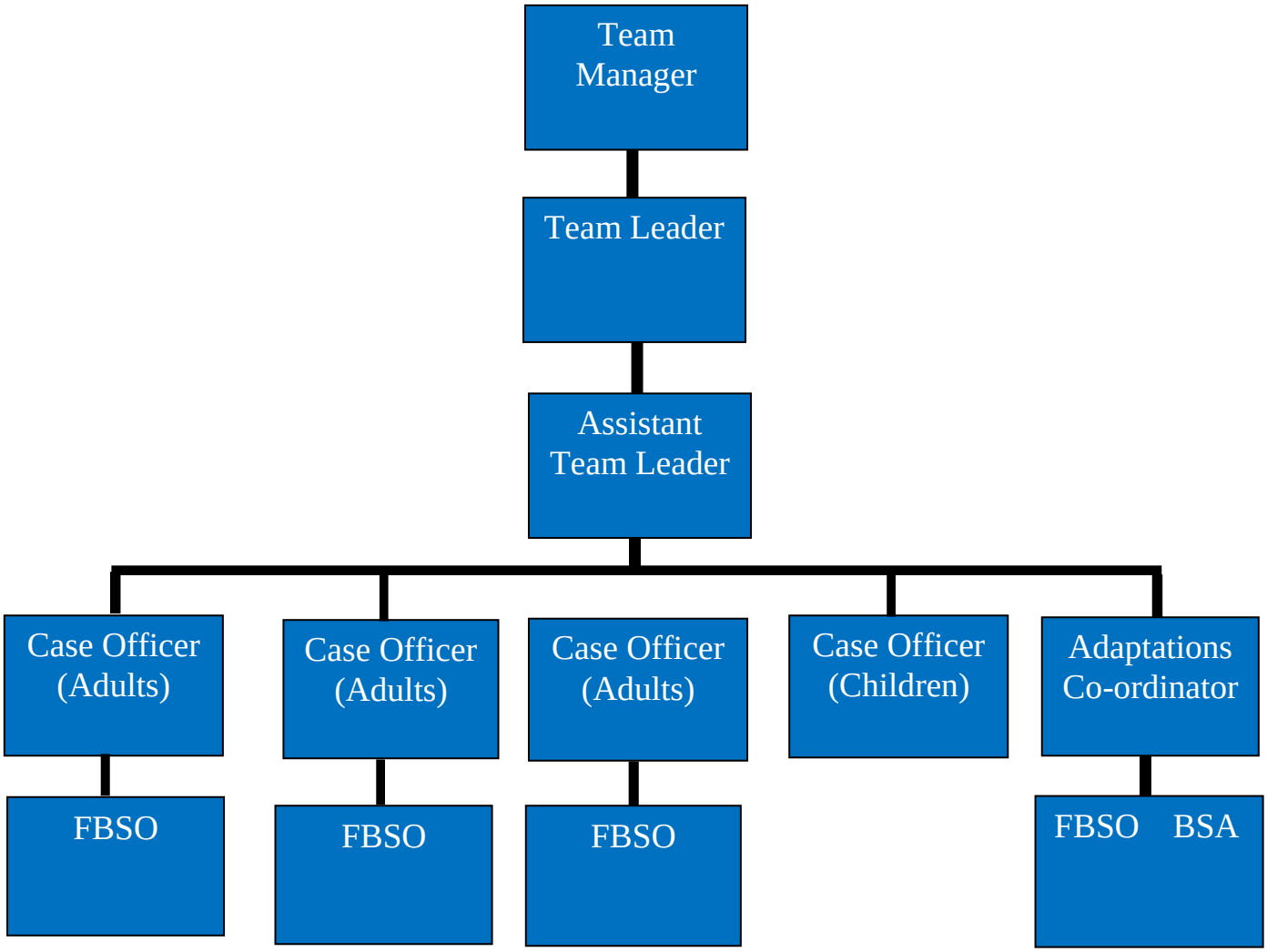
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Adult Care (Governance and Business Support)
SECTION:	Home Improvement Agency (HIA)
LOCATION:	Number One Riverside
JOB TITLE:	Adaptations Case Officer
POST NUMBER:	tbc
Grade:	5
Accountable to:	Assistant Team Leader
Accountable for:	Financial Business Support Officer
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C. The post holder will be expected to undertake a certain amount of travelling in the course of his/her duties for which a casual car user allowance will be paid This post is not Politically Restricted in accordance with the current regulations

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



Purpose and Objectives of the Job

1. To manage a caseload of adaptations, being responsible for all aspects of the process and ensuring there are no unnecessary delays.

2. To co-ordinate the delivery of disabled adaptations so that customers receive a high level of service, a consistent approach and adaptations are completed within target timescales.

3. To provide advice, support and assistance to customers requiring disabled adaptations to enable them to live independently in their homes, determining grant eligibility and acting as an advocate on behalf of customers to ensure their

adaptation progresses and to access any associated statutory and voluntary services.

Control of Resources

Personnel

To be responsible for managing and motivating of self both as an individual and as a member of the service and others as required.

Financial

To manage any financial resources delegated to the post holder by the Finance Manager in accordance with the financial regulations of the Council.

Premises, Equipment and Materials
To ensure effective and appropriate use and security of information systems relevant to the post including software and ICT equipment.

To ensure the efficient and effective use of premises, furniture, equipment and consumable goods used in relation to the work of the post holder.

Data and Information Security
Responsible for management and security of data for areas of responsibility.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Council's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: Staff within the Service
Staff of other Services

External: Other key stakeholders

Responsibilities

The post holder must -

(i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

Principal Duties

1. To contact customers (including both over the telephone and home visits as required) to complete application, means test and other official forms and provide information on the adaptations process.

2. To carry out benefit checks and review and sign off all other documents received from customers and other parties in relation to the adaptation process.

3. To be responsible for a caseload of adaptations and pro-actively monitor each case to ensure the most efficient service is provided to the customer, ensuring that the legislative process is adhered to.

4. To plan, direct, control and monitor the work of direct reports to ensure that objectives are met and a high quality, efficient and effective service is provided, within agreed resources

5. To maintain regular contact with customers to keep them informed of progress at every stage of the process.

6. To liaise with a variety of people and agencies to ensure blockages do not occur in any part of the adaptations process, e.g. Benefits Agency, Land Registry, Banks/Building Societies, Contractors, landlords etc.

7. To carry out the prescribed financial means test, inform customers of the outcome and assist in finding their contribution if necessary, through loans, charities or any hardship process.

8. To be responsible for ensuring an applicant is eligible for assistance, by having an extensive and up to date working knowledge of relevant legislation, policy and procedure and ensuring information is appropriately checked and verified at every stage of the adaptations process.

9. To develop and maintain effective IT systems in relation to the work of the Home Improvement Agency.

10. To maintain appropriate records and case notes as required for the delivery of the service

11. To provide an adaptations information service, acting as first point of contact for general queries to the Home Improvement agency.

12. To ensure that grants are costed correctly and that legislation, regulations and policy are properly adhered to.

13. To be responsible for the placement of official orders for adaptations, ensuring they meet the specifications required for each individual customer and checking/verifying that these adaptations have been installed/completed and arranging payment of invoices.

14. To initiate appropriate action to meet the needs of customers, including making positive referrals to other statutory and voluntary agencies.

15. To ensure that forms used by the service are up to date and conform to legislative requirements, producing any other formal documents required during the grant process.

16. To develop and promote the Home Improvement Agency throughout the Borough by using appropriate media and publicity.

17. To provide support, advice and guidance to Building Adaptations staff as required to progress cases and meet target timescales.

18. To prepare risk assessments and ensure that all staff and contractors are working to the Health and Safety standards of the Service, the Council and in line with legislation and policy.

19. To monitor output and quality of work performed by external and internal contractors and to ensure that contract specifications and KPI's are being met.

20. To provide statistical and caseload information and prepare performance reports as required.

21. To take a lead role in ensuring that service standards and target timescales are being achieved.

22. To work in close co-operation with other team members, teams and organisations to ensure the best possible service for customers.

23. To ensure that deadlines and performance targets are complied with and met.

24. To keep up-to-date with specialist knowledge and appropriate training necessary for the effective performance of the duties of the post.

25. To attend meetings and other events to represent the service as required.

26. To work in partnership with other professionals and organisations working in the Borough.

Secondary Duties

1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in

consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	Kathryn Andrew	Date	June 2022
Agreed by Post holder		Date	
Supervisor		Date	
Service Director		Date	

Rochdale Borough Council
Person Specification

Service :	**Adult Care**	**Post:**	**Adaptations Case Officer**
Section :	**Governance and Business Support (Home Improvement Agency)**	**Post Number :**	**tbc**
Job Ref:		**Grade:**	**5**

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.
The *How Identified* column shows how the Council will obtain the necessary information about you.
If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	**Essential (E) or Desirable (D)**	**How Identified: AF Application Form I Interview A Assessment**
(a)	**Special Working Conditions**		
1	Are you able to work flexibly outside of normal working hours to attend meetings and other events as required by the Service?	**E**	**AF & I**
2	Are you able to travel around the Borough and other locations to visit customers in their own homes?	**E**	**AF**
3	Are you committed to acquiring new skills relevant to the post and attendance on relevant training courses?	**E**	**AF & I**
(b)	**Qualifications and Experience**		
4	Please confirm that you have GCSE Maths and English Language (grade A-C/4-9) or equivalent and are able to provide certificates to confirm this OR that you are willing to undertake a test to demonstrate your skills in this area	**E**	**AF & check documents at interview**
5	Please provide details of your experience of working with minimal direction using your own initiative to solve problems.	**E**	**AF & I & A**
6	Please outline your experience of managing staff, including the allocation of work and performance monitoring of both services and staff	**E**	**I&A**
7	Please provide details of your experience of providing effective and responsive customer focussed services in a busy and challenging environment	**E**	**AF&I&A**
8	Please provide details of your experience managing your own caseload.	**E**	**AF & I &A**
9	Please give details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and attitude.	**E**	**I**
(c)	**Skills and Knowledge**		
10	Please provide details of your knowledge of local housing adaptations policies and schemes	**E**	**AF & I & A**

11	Please provide details of your flexible, adaptable and problem solving approach to work.	**E**	**I & A**
12	Please provide details of your ability to maintain accurate and effective case management systems	**E**	**I & A**
13	Please provide details of your ability to engage and network with a wide variety of contacts and build productive working relationships	**E**	**AF & I**
14	Please provide details of your advanced computer literacy skills, including all aspects of Microsoft office	**E**	**I & A**
15	Please demonstrate your excellent time management skills and your ability to prioritise cases effectively	**E**	**I & A**
16	Please detail your ability to work as part of a team and respond flexibly to the needs of the service.	**E**	**I & A**
17	Please detail your ability to organise and prioritise own work using initiative	**E**	**AF & I & A**
18	Please demonstrate that you have high ethical standards, you act with integrity, are reliable and trustworthy	**E**	**I**
19	Please demonstrate your excellent communication skills both written and verbal and your ability to present information effectively to service users and colleagues at all levels of the organisation.	**E**	**I & A**
20	Please detail your ability to deal with confidential matters.	**E**	**I**
(d)	**Behaviours and Values**		
21	Approach the job at all times using the values set out below • Proud • Passionate • Pioneering and Open Please confirm you are willing to adhere to these values and behaviours.	**E**	**AF & I**