
Your job

Job Title: Adaptations Officer

Service: Adult Social Care and Health – Early Intervention

Grade: G6

Reporting to: Senior Adaptations Officer

You will play a key role within the Early Intervention service supporting Wigan residents to maintain their independence through the provision of adaptations ensuring a safe and accessible home environment. You will work closely with Occupational Therapists, Primary Assessors, Housing Colleagues, Architects and Contractors delivering adaptations to council and private properties. You will be involved in the feasibility and design of adaptation works delivered by partner contractors. You will provide an essential liaison role ensuring the customer is informed throughout the adaptations process and work with them to achieve their outcomes and resolve any issues. You will monitor adaptation works to ensure that an efficient and quality service is provided focusing on the needs of the individual.

You will be individually responsible for:

- Liaison with contractors, colleagues and customers ensuring that they are kept informed throughout the process and work with them to achieve great outcomes and resolve any issues.
- Agreeing initial scope of works and variations to confirm additional/unforeseen works
- Supervising adaptation works to ensure they are completed in accordance with Council and customer expectations.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

- Work alongside the early intervention occupational therapists to understand the needs of Wigan residents in relation to providing a safe and accessible home environment
- Work with contractors to agree scope of works, overcome obstacles and agree variations to work schedules
- Provide an essential customer liaison role, working with residents, social care teams, contractors, consultants and management.
- Supervise adaptation works to ensure they are completed in accordance with Council and customer expectations.
- Monitor adaptation works to ensure that an efficient and quality service is provided focusing on the needs of the individual.
- Inspect works and confirm completion to required standards to senior officers to enable timely payments.
- For complex works, when appropriate, work closely with consultants to ensure works are monitored and delivered in accordance with Council requirements.
- Complete progress updates which can be used by senior management to monitor and report on performance.
- Embrace policy changes and procedural changes within your service to maximise efficiency, remove duplication and achieve legislative compliance.
- Provide a service in line with best value principles.
- Produce accurate records in line with departmental policy and procedures and provide written reports.

- Adopt the principles of The Deal by actively displaying the behaviours and by working as one team with the Council and partner agencies.
- Understand and work to the principles of Early Intervention and Prevention to ensure correct interventions are utilised to prevent setbacks and to allow individuals and families to reach their full potential and lead constructive, independent lives.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Hold a full and valid UK driving license or can demonstrate the ability to travel as required using own transport in the most effective manner.
- Have a qualification in either Health & Social Care, Housing or Construction or a related field or have an equivalent level of relevant experience
- Have experience of working in either a Health & Social Care, Housing or Construction related field providing support to assist vulnerable or complex individuals.
- Motivated and caring with a passion for delivering outstanding services thinking creatively to find solutions.
- Used to working under pressure and will thrive in a busy fast paced environment.
- A great communicator with excellent interpersonal skills and the ability to develop successful working relationships with partners.
- Excellent influencing and negotiating skills will support you to oversee the adaptations process and achieve great results alongside partner contractors.
- Understanding of legislative duties and internal and external quality standards.
- Excellent organisational skills.
- Knowledge of Health and Safety requirements.
- The ability to work on your own and as part of a team.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”