



JOB DESCRIPTION

Directorate:	Housing and Wellbeing
Job title:	Senior Adaptations Officer
Location:	The Guildhall, Northampton
Grade:	7
Salary:	£33,798 - £38,813
Section:	Private Sector Housing
Reports to:	Private Sector Housing Manager
Responsible for:	2 x Technical Officers (Adaptations) and 3 x Caseworkers (Adaptations)

JOB PURPOSE

To oversee the delivery of a high quality, customer centred Home Adaptations Service for home owners, housing association tenants, private tenants and licensees who are seeking a Disabled Facilities Grant or other discretionary housing assistance to enable them or a disabled member of their household to adapt their home and/or provide disabled facilities in order to improve access and independence and promote wellbeing.

To encourage an innovative, outcome focused, multi agency approach to the provision of Disabled Facilities Grants or other discretionary housing assistance, ensuring that all available options – including moving to another, more suitable, home - are fully explored.

To actively promote the take-up of Disabled Facilities Grants or other discretionary housing assistance and ensure that sufficient fee income is generated to cover the cost of administering the grants, that agreed targets are met and that, through careful monitoring and forecasting, annual grant expenditure matches the budget.

To ensure that all performance targets are met or exceeded and that all grant applications are determined and administered in an efficient and timely manner, in line with good practice and in accordance with the Council's financial regulations and statutory duties.

KEY RESULT AREAS

1. Manage, motivate and develop the Home Adaptations Team, ensuring that everyone receives regular supervision and appraisal in order to achieve a consistently high standard of work, an equitable distribution of the workload, effective performance monitoring, and delivery of the Council's aims and objectives for housing and wellbeing.
2. Work collaboratively with the Housing Options and Advice Manager to ensure that the work of the Housing Options and Advice Service and the Home Adaptations Service is well co-ordinated and that robust procedures are in place to deliver efficient joined-up services that improve housing conditions and promote and enable independence.
3. Actively promote multi agency working by improving communication and information sharing, working collaboratively with other services (including Planning, Building Control, Northamptonshire Adult Social Services, Children's Services, Care & Repair, the Credit Union and local advice and support providers) and raising awareness of the Home Adaptations Service.
4. Ensure that all members of the Home Adaptations Team are familiar with Northampton's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and they alert Children's Services and/or Adult Social Care when they suspect that a child or vulnerable adult might be being abused, neglected or harmed, or that a child is living with a perpetrator of domestic violence.
5. Oversee the assessment of Disabled Facilities Grant applications, ensuring that all enquiries and applications are dealt with in an efficient and timely manner, sufficient fee income is generated to cover the cost of administering the scheme and the Home Adaptations Service achieves the Council's aims and objectives.
6. Direct and manage the work of the Home Adaptations Team and encourage an innovative, outcome focused, multi agency approach to the provision of Disabled Facilities Grants, ensuring that all performance targets are met and that all available options – including moving to a more suitable, home - are fully explored.
7. Ensure the accurate collection and analysis of data and information relating to the work of the Home Adaptations Team (including all interviews, visits, telephone calls, inspections and follow-up action) in order to assist performance monitoring, inform decision-making and ensure efficient and effective case management.
8. Develop and maintain close working relations with Council services and a wide range of other stakeholders, in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated and the service user is kept fully informed of developments.
9. Ensure that management information systems are robust and operated effectively, that data is handled appropriately and that suitable and effective systems and processes are put in place to identify, manage and mitigate risk in the Home Adaptations Service.

10. Develop, update and publicise a comprehensive set of service standards for the Home Adaptations Service, in consultation with service users and other stakeholders, to describe the nature and quality of the service that they can expect to receive and the way in which performance will be monitored and reported.
11. Ensure that all service requests are dealt with appropriately in accordance with the Council's policies, procedures and service standards.
12. Develop the knowledge and skills of the Home Adaptations Team, ensuring everyone receives the training and day-to-day support they need and is fully conversant with the relevant regulations and legislation and the Council's policies and expectations.
13. Provide Management and members of the Home Adaptations Team with specialist advice on a wide range of matters (including legislative requirements, case law and good practice) and take a lead role in dealing with especially complex, contentious or sensitive matters and casework relating to grant enquiries and applications.
14. Actively promote the take-up of Disabled Facilities Grants and ensure that, through careful and effective monitoring, forecasting and management, annual expenditure on Disabled Facilities Grants matches the approved grants budget.
15. Ensure that all members of the Home Adaptations Team comply fully with the Council's financial regulations and procedures in relation to the assessment and payment of Disabled Facilities Grants, including the commissioning and payment of contractors.
16. Ensure that all of the works funded by a Disabled Facilities Grant are 'necessary and appropriate' and 'reasonable and practicable', that the grant applicant is eligible, that the cost of the works is reasonable and offers Value for Money and an accurate means test is completed (if needed) to determine the size of any financial contribution.
17. Ensure that all statutory returns are completed accurately and on time, in accordance with the Government's requirements and the Council's procedures, and that information, data, intelligence and the views of stakeholders are utilised effectively in the development and implementation of new policies, procedures, plans and strategies.
18. Comply with the Council's policies and procedures (including the Performance Management Framework, governance arrangements and Human Resources policies) and ensure that the Home Adaptations Service is culturally sensitive, challenges discrimination and upholds and furthers the Council's equal opportunities policies.
19. Investigate, analyse and respond promptly to customer complaints and suggestions (and enquiries from Councillors and MPs) concerning the Home Adaptations Service, taking the appropriate action to address any procedural deficiencies and ensure that future developments of the service reflect the lessons learned.
20. Provide Management and Councillors with reports and updates, as required, on service developments and policy changes affecting the Home Adaptations Service.

21. Develop and implement a programme of consultation and service user involvement, ensuring that service users' views are acted upon and that they help shape the nature and delivery of the services provided by the Home Adaptations Team.
22. Actively consider new and innovative ways of doing things, recognising and promoting the positive benefits of change as a means of improving services and achieving goals.
23. Ensure that all members of the Home Adaptations Team have a safe working environment, are aware of their health and safety obligations, and are able to grow and develop in a positive learning environment.
24. Maintain professional competence and keep abreast of developments through research and reading, and by attending relevant courses, meetings and supervision.
25. Deputise, when necessary, for the Private Sector Housing Manager.
26. Perform any other duties (consistent with the grade and objectives of the post) that are required by the Director of Housing and Wellbeing in order to ensure the delivery of a high quality, responsive and effective Home Adaptations Service.

PEOPLE AND RESOURCES

The Senior Adaptations Officer is responsible for the following people and resources:

Financial Resources

- (i) The Postholder is responsible for the day-to-day monitoring of the Disabled Facilities Grant expenditure and fee income, and for demonstrating Value For Money in the delivery of the Home Adaptations Service.

Physical Resources

- (i) The Postholder is responsible for ensuring effective and efficient asset management, including the investment and improvement of resources, facilities, ICT requirements and other assets assigned to the service area

Supervision, management and direction of employees

- (i) The Postholder will be responsible to the Private Sector Housing Manager, together with any other Managers that the Director of Housing and Wellbeing may from time to time determine in relation to project based activity.
- (ii) The Postholder will be responsible for the supervision, management and direction of two Technical Officers (Adaptations) and three Caseworkers (Adaptations).

- (iii) The Postholder will be responsible for developing a high performance culture within the Home Adaptations Service, ensuring that efficiencies are maximised and team working, continuous improvement and customer service excellence are key drivers.
- (iv) The Postholder will be responsible for ensuring the effective deployment of the workforce within the Home Adaptations Service and provide leadership towards meeting the Council's objectives.

Other people both external and internal

- (i) The Postholder will act on behalf of the Council (as an ambassador, subject lead and/or negotiator, as appropriate) in relation to:

Other local authorities and public bodies including governmental organisations, the Fire and Rescue Service, Northamptonshire County Council, the NHS, etc.

Organisations representing private landlords and tenants

Organisations representing carers and people with disabilities

Charities, Registered Providers and other non-governmental organisations

Other key stakeholder groups – including private tenants, private landlords, home owners, leaseholders etc.

- (ii) The Postholder will work with Councillors, Managers and employees of the Council to meet the Council's aims and objectives.

CORPORATE RESPONSIBILITIES

- To ensure that the services delivered by the Council are designed to meet the needs of Northampton's diverse customer base and are delivered to the highest possible standards.
- To make a positive corporate contribution, including contributing to or leading on corporate projects and initiatives which may cross cut service boundaries.
- To positively work with partners in the best interests of Northampton promoting a "Team Northampton" approach.

DATA PROTECTION ACT / FREEDOM OF INFORMATION

Working with manual and computerised systems, the Postholder will need to be fully aware, at all times, of their responsibilities under the General Data Protection Regulation 2016 and the Data Protection Acts of 1998 and 2018 for the security, accuracy and relevance of personal data held on such systems, and to be conversant with the implications of the Freedom of Information Act. The Postholder will also be required to be fully aware of, and comply with, the Council's Data Quality procedures to ensure that all management information is accurate and fit for purpose.

Job descriptions will be subject to review and possible change on an annual basis subject to corporate and service plan priorities.

PERSON SPECIFICATION

	Essential/Desirable?		Methods of Assessment (Yes = Y)			
	E		Application Form	References	Interview	Other
KNOWLEDGE	E					
Expert knowledge of Disabled Facilities Grants, including the legal, financial and regulatory requirements of the Disabled Facilities Grant regime.	E		Y	Y	Y	
Expert knowledge of good practice in relation to the provision of Disabled Facilities Grants.	E		Y		Y	
Extensive experience of working with vulnerable clients, including people with disabilities, older people and families with children.	E		Y	Y	Y	
Good knowledge of performance management systems and strategies for improving performance, morale and motivation during periods of change.	E		Y		Y	
Experience of working proactively for the improvement of services	E		Y	Y	Y	
Experience of managing capital and revenue budgets, and maximising customer satisfaction, for the purpose of meeting corporate objectives.	E		Y	Y	Y	
Excellent verbal and written communication skills to ensure consistent and clear advice is delivered to vulnerable applicants and their advocates	E		Y		Y	
Evidence of continuous professional development	E		Y		Y	
Experience of operating under pressure when delivering quality outcomes	E		Y	Y	Y	
Experience of successful multi agency working and fostering good external relationships.	E		Y		Y	

SKILLS	E?	D?	Application Form	References	Interview	Other
Evidence of successful performance management of staff	E		Y	Y	Y	
Managing capital programmes		D	Y		Y	
Excellent interpersonal skills	E		Y		Y	
Ability to work under pressure	E		Y		Y	
Attention to detail and procedural regularity	E				Y	
ATTRIBUTES	E		Application Form	References	Interview	Other
Customer focused	E			Y	Y	
Team focused	E		Y	Y	Y	
Ability to work on own initiative	E		Y	Y	Y	
High degree of integrity	E			Y	Y	
Political sensitivity		D	Y	Y	Y	

REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

Prepared by:	Chris Stopford
Job title:	Private Sector Housing Manager
Date:	February 2020

Name of job holder:	
Job holder's signature:	
Date:	