

Wirral Council: Job Role Descriptor

Job Role:	Adaptations Technical Assistant
Service:	Strategic Housing
Reports to:	Adaptations Project Team Leader
No. of Subordinates:	None
HR USE ONLY	
Job Role Ref:	
Job Family:	
Grade:	Band E

JOB ROLE PURPOSE

The post holder will work within the Council's Minor Adaptation/ Hospital Discharge Service and efficiently deliver the installation of a range of adaptations to assist elderly & disabled clients to retain independence in their homes.

KEY TASKS

1. Undertake the operational installation of various types of minor home adaptations (i.e., grab rails, stair rails etc) to meet the bespoke need of the resident to the appropriate standards.
2. Ensure that daily installation requests/referrals are reviewed, planned and delivered efficiently and effectively.
3. Ensure that any technical obstacles to installation are appraised appropriately and overcome with appropriate permissions and seek managerial direction if required; thus, always installing on the day and/or leaving the home safe for the occupant.
4. Ensure that adequate, tools, equipment, materials and PPE are present prior to commencement of daily planned work and replacement requested in advance.
5. Undertake a dynamic Risk Assessment of the relevant work areas prior to commencement of any work.

KEY RESPONSIBILITIES

People

Responsible to the Rapid Adaptations Team Leader for the delivery of the Minor Adaptation/ Hospital Discharge service.

Responsible for contacting clients or their family members / carers to arrange and confirm appointments to complete Minor Adaptations/ Hospital Discharge.

Carry out an initial assessment of the clients need in relation to the installation of equipment and adaptations.

Assist vulnerable Wirral residents to remain independent within their own home through the delivery and installation of low-level bathing equipment.

Carry out checks on bathing equipment to ensure that they are safe and in full working order and were required complete routine PAT testing of all equipment.

Financial

Supporting efficient procurement of equipment & materials/ budget management through accurate stock taking, monitoring and reporting to the manager.

Strategic

Under the direction of the Rapid Adaptations Team Leader maintain and update operating procedures ensuring that all changes are recorded, and new practises and procedures are implemented.

Highlight any proposed new ways of working and/or materials/tools/equipment which come to the market to ensure the Service remains competitive, efficient and effective.

Resources

Monitor and maintain the stock of materials and equipment completing stock control inventories on a monthly basis.

Responsible for the maintenance of equipment, tools & vehicles used when carrying out assigned duties.

Responsible for carrying out risk assessments prior to completing any adaptations/ installation of equipment to ensure that there is a safe working environment.

When required undertake final inspections for minor adaptations under direction of Service Manager/Adaptations Officer and/or TO.

Planning and Organising

Organise and prioritise referrals & associated home visits to ensure the work is completed efficiently and within the agreed timescales and to the required standard.

Record & maintain client records detailing work completed and the outcome of all visits including the completing of customer satisfaction surveys.

Decision Making

Make decisions in relation to whether a job can be commenced / completed in particular Dynamic Risk assessments and acting on the outcome.

Decide through experience and training on the most effective way to fix/deliver the minor adaptation equipment.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Trusted Assessor Qualification (or willing to undertake within 3 months of appointment)

Knowledge & Skills:

- Customer service experience dealing with elderly, vulnerable & disabled clients.
- Have organisational skills to ensure that deadlines & timescales are met.
- A good general knowledge of Health & Safety and the ability to carry out full risk assessments of the work environment.

Experience:

- Previous practical experience of the installation of low-level equipment, to assist independent living or equivalent relevant experience and a willingness to undertake specific training within the first 3 months of employment.

Desirable Criteria

Qualifications:

- HNC in joinery or other building related qualification or equivalent experience

Knowledge & Skills:

- Good communication skills
- Knowledge of PAT testing.
- Ability to prioritise own workloads to meet performance targets.

- A basic understanding of dementia and the impact it has on people's lives.

Experience:

- Previous stock control experience.
- Ability to carry out basic functional assessment of an individual's need to maintain independence.
- Experience of providing advice and assistance to various disadvantaged and disabled groups.

ADDITIONAL WORK ELEMENTS

- Working with vulnerable adults and children all applicants will be required to complete a Disclosure & Barring Service Clearance.
- Ability to travel around the borough on private or public transport.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

March 2021

