

JOB DESCRIPTION

JOB TITLE	Client Liaison & Agency Services Senior Officer
GRADE	Band H
REPORTING TO	Rapid Adaptations Team Leader
JD REF	REG0065G

PURPOSE

To assist the Disabled Adaptations Service Manager & Rapid Adaptations Team Leader to deliver the service through managing the processing of the installation of equipment, deliver a pro-active Agency approach to support vulnerable client's applications for minor works and Home Adaptation Grant funded adaptations; in particular, ensure effective communication is established within the team so that clients are fully aware of the process and timescales for works.

MAIN DUTIES AND RESPONSIBILITIES

1. Supervise the Adaptation Technical Assistants, Client Liaison Officer and Adaptation Assistants as well as, providing guidance/ knowledge and training, allocate the day-to-day workloads, manage performance as necessary to ensure that the referrals are processed within prescribed/ acceptable timeframes.
2. Prepare, statistical and performance information including timeframes, for minor work and Home Adaptation Grant activities, revenue expenditure and staff work streams, as necessary for the Rapid Adaptations Team Leader and/ or to support and enable the Disabled Adaptations Service Manager to monitor and manage team and service performance. Support the Team Leader with the production of statistical, performance & financial information/ reports for the Service Manager to enable appropriate reporting.
3. Be responsible for ensuring all records of any correspondence and client contacts are appropriately recorded on IT system, in line with procedures.
4. Monitor and review the processes, procedures, relating to the maintenance of equipment, tools and vehicles requirement to ensure compliance with statutory requirements, under the direction of Team Leader as necessary.
5. Ensure continuous workflow for the rapid adaptation minor works services via initial logging and service allocation of straight forward referrals where appropriate.
6. Support applicants for minor works adaptations including providing regular pro-active communication/ updates, work around taking a proactive approach to client queries/ problem resolution to realise a reduction in complaints.

7. Ensure that all contracted payments are processed and paid within the Council's agreed timeframe. Dealing with and responding to any enquiries regarding delayed or non-payment. Responsible for supporting the Team Leader with ensuring that Rapid Adaptation Team information management & data protection policy/ procedures are followed.
8. Ensure the relevant Service records comply with GDPR and the Council's Data Retention Policies.
9. Any other duties, commensurate with the grade, as directed by the Senior Managers and Assistant Director.

ESSENTIAL CRITERIA

Qualifications:

- NVQ level 3 in customer care or equivalent.

Knowledge and Skills:

- Ability to negotiate and work assertively, yet in a sensitive manner.
- Ability to accurately record statements and findings.
- Ability to accurately record and maintain relevant client and provider records.
- Possession of IT software (e.g. Tascomi/idox) skills.
- Able to communicate effectively both in writing and verbally, and through presentations and written reports.
- Ability to plan own workload and prioritise work to meet deadlines.

Experience:

- Experience of making detailed enquiries in relation to financial standing.
- Experience of customer services and resolving complaints.
- Experience of training staff

DESIRABLE CRITERIA

Qualifications:

- Recognised management or supervisory qualification.



Knowledge and Skills:

- Confident user of information technology applications to include database input, word-processing, and email.
- Ability to think creatively in finding solutions to problems.
- Knowledge of Disabled Facility Grant and Supported Housing Payments.
- Ability to create queries and run reports on IT software packages (i.e.Tascomi).
- Knowledge and awareness of implications of broader housing services & housing finance
- Knowledge of Standing Orders, Contract Procedure Rules and Financial Regulations

Experience:

- Experience of interviewing and negotiation skills.
- Experience in working with disabled and vulnerable client groups.
- Experience of processing payments in relation to providers/contractors & ability to respond to associated enquiries.
- Experience of managing staff.
- Experience of processing applications, and using various databases
- Experience of identifying and dealing with fraudulent applications for financial assistance.

ADDITIONAL INFORMATION

- In order to support service continuity and maintain delivery the Team Leader will be required to temporarily relinquish staff as required and instructed by the Service Manager.
- Ability to undertake Hybrid working.
- Ability to travel around the Borough using private or public transport.

DATE OF APPROVAL: AUGUST 2023



APPROVED BY: LISA NEWMAN, AD HOUSING

