

Job Description and Person Specification

Role: Principal Home Improvement Officer



Job Description

Job Title	Principal Home Improvement Officer
Grade	7
Service	Therapy and Enablement
Reports to	Occupational Therapy Team Leader
Location	The Opal / Citywide
Job Evaluation Code	Y5298D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

The 'Adaptations' team is part of the Therapy and Enablement Service. One of the duties of this team is to assess clients living at home and to refer to the Adaptations team for a Disabled Facilities Grant (DFG). The purpose of the DFG is to make modifications to a person's home so that they can live more safely and independently at home. Typical adaptations include altering bathrooms to create level-access showers; creating ramps; widening doorways; and sometimes large extensions to properties.

As the manager of this team, your main responsibilities are:

1. To provide leadership, motivation, and responsibility for the team of technical officers and administrators.
2. To work with the Service Manager on detailed proposals regarding the impact of legislation, initiatives, and technology.
3. To hold a caseload comprising complex cases.
4. To develop your own areas of specialist knowledge as a contribution to the overall development of the service area.

Main Duties & Key Accountabilities

Core Duties

- Lead, support, and motivate the team of Home Improvement Officers and administrators
- Support the performance of team members, for example, supervision meetings, appraisals, maintaining attendance etc.
- Use the computer systems (databases and spreadsheets) to compile reports to present to senior managers and other stakeholders
- Competency using computer systems, for example, the Microsoft suite, CAD, databases and spreadsheets
- Work with stakeholders to continually improve the efficiency and cost-effectiveness of the Service
- Give advice and information to colleagues to facilitate the DFG referral programme
- Attending / chairing meetings
- Give technical advice to the Home Improvement Officers
- Research prices and practices to ensure that rates are competitive and good value for money.
- Engage in recruitment, retention and staff training
- Manage and respond to complaints, disputes, and queries
- Develop and update policies and procedures for the Adaptations Team
- Understand the Disabled Facilities Grant process and the relevant legislation
- Work according to current policies, procedures, and legislation.
- Organise a balanced programme of work and prioritise workload to ensure the team's objectives and targets are met.
- Undertake specific projects or tasks as directed by Management.
- Hold a small caseload of complex cases. This includes:
 - Visiting disabled people in their own homes to complete application forms and undertake means tests and surveys.
 - Using CAD to prepare plans and schedules of work for approval by occupational therapists and clients
 - Meeting with contractors and clients to discuss plans for adaptations
 - Checking the officers' grant approvals, and agreeing alterations
 - Monitoring the progress of each case, ensuring that clients are kept informed, and problems are resolved swiftly.
 - Inspecting completed building work.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
General public – clients, their family / friends Building Contractors Private landlords Registered Social Landlords	Therapy and Enablement Service Manager Occupational Therapy Team Leads Occupational Therapists and Therapy Assistants Wider Team members such as Social Workers Building Departments – Building Control, Health and Safety, etc The Adult Social Care Management Team

Responsible for:

Staff managed by postholder: Team of Home Improvement Officers (currently six members) Dedicated team of Administrators (currently two members)

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Person specification

Job Evaluation Code	
Knowledge	
Thorough and up to date working knowledge of building construction / adaptations	
Understanding of housing issues relating to common types of domestic dwellings, their defects, and remedial works	
Knowledge of windows-based software	
Knowledge and understanding of legislation and regulations pertaining to Disabled Facilities Grants, building regulations and other relevant documents. The ability to apply these regulations in real-life situations.	
Skills and Abilities	
Management skills to enable you to lead, support, motivate and performance manage staff.	
The ability to compile reports and gather, analyse, and interpret data to present to team members, managers, and other stakeholders	
Wide variety of communication and interpersonal skills, including written, video call, telephone etc.	
Computer skills to use the Microsoft suite, databases and spreadsheets	
Recording skills to enable the production of accurate documentation	
Numeracy skills to be able to cost estimates, carry out means tests and approve grants.	
Conflict resolution and negotiation skills	
Analytical and reasoning skills to make decisions based on complex or conflicting information	
To identify and assess a variety of risks, such as lone working, asbestos, building site dangers, and to be able to mitigate these risks	
Creating plans ranging from a 'bird's eye' sketch plan to full construction drawings to enable therapists to make an informed decision about the adaptation's suitability, and for the contractor to be able to convert the plan into a functional adaptation. AutoCAD is used by the Council for this.	
The ability to manage your own time and prioritise your own and your team's work.	

Experience
Experience of managing people in the workplace.
Experience of working in a relevant trade, such as building, plumbing, carpentry etc
Experience of compiling and presenting data
Experience of streamlining / upgrading a Service
Working with customers in their own environment.
Providing services and advice to the public
Drawing plans to enable building to be constructed – preferably using an autocad system
Qualifications
A qualification pertaining to construction or technical drawing would be advantageous.
Maths and English at GCSE grade C or above
Special Requirements
<p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p> <p>The post holder must comply with Coventry City Council's health and safety policy and in particular is required:</p> <ul style="list-style-type: none"> • To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions • To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required • Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare • To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements. <p>Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars</p>

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Date Created	22/01/2024	Date Reviewed	22/01/2024
---------------------	------------	----------------------	------------