

Job Description and Person Specification

Role: Case Worker DFG



Job Description

Job Title	Case Worker DFG
Grade	6
Service	Disabled Facilities Grants
Reports to	Principal Housing Improvement Officer
Location	Opal Centre
Job Evaluation Code	A6168



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 Priorities – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

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

To provide advice, casework support and advocacy to elderly, vulnerable and disabled clients of the Adaptations Service who wish to undertake adaptations to their homes.

To verify applications for accuracy of information, compliance with the Council's Housing Assistance Policy and DFG Legislation and procedures.

To provide a central point of contact for residents using the service for all queries relating to their application and to apply the means test, as appropriate.

To co-ordinate activity and ensure that applications proceed at an appropriate pace and the final completed adaptation meets the residents needs and expectations.

Main Duties & Key Accountabilities

- To support clients accessing the Adaptation Team Service, specifically:
- Presentation of available options to adapt the clients' home or consider alternative housing
- Lead the successful identifications of solutions to meet the clients' needs in their home environment
- Timely delivery of each case, minimising unnecessary delays and taking appropriate action to ensure targets are met
- Ensure value for money and delivery within the agreed project budget and financial assistance policy limits
- To be the main point of contact between clients, contractors and professionals for each case and ensure that the client understands and is kept informed of all the procedures and practices involved in assisting them to adapt their home.
- To work with Housing Improvement Officers, Clinical Team Manager, Occupational Therapy services and other professionals as required to design a suitable scheme of adaptation that meets the occupants' needs.
- To carry out the statutory financial test of resources for applicants of the disabled facilities grant, using appropriate ICT systems.
- To carry out home visits to clients to identify their housing needs, to maintain regular and appropriate contact with clients during the delivery of an adaptation and to record the case outcomes and client's satisfaction on conclusion.
- In consultation with the occupational therapist and technical staff, identify the most effective specification for each project having regard to the client's needs and cost.

- Identify other areas of help which may be needed by, or are available to the client, such as welfare benefit checks, re-housing options, home care services and ensure that necessary services applied for on behalf of the client.
- To effectively present options to colleagues and senior officers both verbally and in writing making clear recommendations for the most appropriate course of action.
- To collate and verify all necessary information and document/evidence required to support enquiries/application for Disabled Facilities Grants or other assistance available through the Council's Housing Assistance Policy.
- To assist customers to apply for charitable or other additional funding and provide advice on adaptations or other services where Council funded grants or discretionary funding is not available.
- To project manage a caseload, to deliver a customer focused, quality service, reflecting the diverse needs of the actual and potential customers which promote independence, wellbeing and social inclusion.
- To work collaboratively with the Technical Team to support clients during works to ensure their wishes and needs are fully taken into consideration; and to advocate for the client if a dispute arises with snagging, dilapidation, contractor disputes and client grievance.
- To take an active role in the improvement of performance and quality of services provided by the Adaptations Service.
- To provide advice and information on the services available and service standards to be expected.
- To involve customers and other stakeholders in the delivery and development of the service to ensure continuous improvement.
- To ensure that case activity is effectively and clearly recorded, maintaining accurate detailed records and progress notes on ICT systems.
- To promote and maintain a customer focus.
- To effectively manage a large caseload, often at different stages of the adaptations process. Be capable of a timely turnaround in accordance with service requirements.
- Any other duties commensurate with the level of responsibility and skill set attached to the post as may be directed by Service Management.
- Embrace and promote the values of the organisation and ensure that the highest standards of conduct and behaviour in line with the Code of Conduct, including maintaining awareness and acting where necessary to contribute to the safeguarding of vulnerable people.
- Ensuring that service provision respects and reflects the needs and diversity of communities residing within the City and that decisions are taken with full regard to Council policies on equality and diversity, whilst visibly demonstrating a commitment to the principles, aims and objectives of such.

Core Knowledge

- Knowledge and experience of working within housing services

- Good knowledge of Disabled Facilities Grants legislation and best practice
- Knowledge of disabled adaptations design
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
General public – clients, their family / friends / nominated representative and advocates Building Contractors Private landlords Registered Social Landlords Outside Agencies e.g. Age UK Charities	Therapy and Enablement Service Manager DFG Clinical Team 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 Home Improvement Officers

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.

Responsible for:

Staff managed by postholder: None

Person specification

Job Evaluation Code	A6168
Knowledge	
Knowledge of all Disabled Facilities Grant legislation and best practice	
Knowledge of disabled adaptation design	
Detailed Knowledge of Housing Grants, Construction and Regeneration Act 1996	
A good understanding of disabled adaptations and the requirements of disabled people in relation to access to and around the home	
Knowledge of the hazards to health that arise from poor housing conditions	
Knowledge of the welfare benefits system	
Skills and Abilities	
Good communication and interpersonal skills	
Ability to manage own caseload	
Good level of IT competency	
Ability to run reports and produce performance information from systems as required by management	
Experience	
Experience of working with vulnerable people or of providing care and support services to vulnerable people	
Experience of delivering Disabled Facilities Grants or other grant programmes	
Experience of managing a significant caseload	
Experience of working within housing services	
Experience of project management	
Experience of working with computer aided design software	

Experience of completing financial assessments
Experience of communicating with vulnerable people in a sensitive manner appropriate to their needs.
Excellent general written and verbal communication skills
Experience of working across services both internally and externally
Qualifications
A minimum of 5 GCSEs (or equivalent) Grade C (or equivalent) or above including Maths and English and significant relevant work experience
Or
A bachelors degree or equivalent
Special Requirements
Enhanced DBS required

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