

Job Description and Person Specification

Role: Home Improvement Officer



Job Description

Job Title	Home Improvement Officer
Grade	6
Service	Therapy and Enablement
Reports to	Paul Turner
Location	The Opal / Citywide
Job Evaluation Code	



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 a member of the Adaptations team, you will:

1. Visit clients in their own home to survey the property and establish financial eligibility
2. Design and draw proposed adaptations to the property
3. Provide advice to clients who are not eligible for a DFG
4. Liaise with a variety of people, such as clients, therapists, contractors, and landlords
5. Keep up to date records on the computer system
6. Be responsible for your own caseload and develop your own specialist knowledge as a contribution to the overall development and service provision.

Main Duties & Key Accountabilities

Core Knowledge

- Visit disabled persons in their own homes to complete application forms and carry out means tests and surveys.
- Use CAD to prepare plans and schedules of work for approval by occupational therapists, clients, and other parties.
- Work according to current policies, procedures, and legislation.
- Prepare grant approvals, agree alterations, additional and unforeseen works and inspect work for payment requests.
- Liaise on operational and technical issues with other Council departments and outside bodies.
- Provide estimates and costs of the intended adaptation.
- Undertake site visits with contractors and clients to discuss plans and processes.
- Research prices and practices to ensure that rates are competitive and good value for money.
- Use computer systems to record case notes.
- Monitor the progress of each case, ensuring that clients are kept up to date throughout the process and resolve problems that arise
- Liaison with therapists regarding proposed adaptations. This includes joint visits, meetings, emails etc.
- Provide support and advice to other officers in the team including updates on technical matters.
- 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.
- Provide advice to people making enquiries of the Service.

- 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	Occupational Therapists and Therapy Assistants Wider Team members such as Social Workers Building Departments – Building Control, Health and Safety, etc

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	
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	
Wide variety of communication skills, including written, video call, telephone etc.	
Recording skills to enable the production of accurate documentation	
Numeracy skills to be able to cost estimates, carry out means tests and approve grants.	
Interpersonal skills to facilitate effective communication with clients, colleagues, contractors, and other stakeholders.	
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.	
Experience	
Experience of working in a relevant trade, such as building, plumbing, carpentry etc	
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
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).

Date Created	01/06/2023	Date Reviewed	
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