

## Job Description and Person Specification

### Job Title

Job Details	
Grade	Home Improvement Officer
Service	Therapy & Enablement
Location	The Opal & Citywide
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

## Job Purpose

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

Main Duties & Key Accountabilities
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.
Undertake site visits with contractors and clients to discuss plans and processes.
Provide estimates and costs of the intended adaptation.
Research prices and practices to ensure that rates are competitive and good value for money.
Use computer systems to record case notes.
Liaison with therapists regarding proposed adaptations. This includes joint visits, meetings, emails etc.
Monitor the progress of each case, ensuring that clients are kept up to date throughout the process and resolve problems that arise
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:	General public – clients, their family / friends Building Contractors Private landlords Registered Social Landlords	Internal:	Occupational Therapists and Therapy Assistants Wider Team members such as Social Workers Building Departments – Building Control, Health and Safety, etc

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</p> <p><b>Training</b> The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
None

Person Specification	
Requirements	
Knowledge	Thorough and up to date working knowledge of building construction / adaptations
Knowledge	Understanding of housing issues relating to common types of domestic dwellings, their defects, and remedial works
Knowledge	Knowledge of windows-based software
Knowledge	Knowledge and understanding of legislation and regulations pertaining to Disabled Facilities Grants, building regulations and other relevant documents
Knowledge	The ability to apply these regulations in real-life situations.
Skills And Ability	Wide variety of communication skills, including written, video call, telephone etc.
Skills And Ability	Recording skills to enable the production of accurate documentation
Skills And Ability	Numeracy skills to be able to cost estimates, carry out means tests and approve grants.
Skills And Ability	Interpersonal skills to facilitate effective communication with clients, colleagues, contractors, and other stakeholders.
Skills And Ability	Analytical and reasoning skills to make decisions based on complex or conflicting information
Skills And Ability	To identify and assess a variety of risks, such as lone working, asbestos, building site dangers, and to be able to mitigate these risks
Skills And Ability	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
Experience	Working with customers in their own environment.
Experience	Providing services and advice to the public
Experience	Drawing plans to enable building to be constructed – preferably using an autocad system

Qualification	<p>A qualification pertaining to construction or technical drawing would be advantageous.</p> <p>Maths and English at GCSE grade C or above</p>
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>

Declaration			
Reviewed/Created By:	Stacey Brown		
Job Title:	Team Manager	Date:	01/06/2025