Disabled Adaptions and Grants Officer

JE Code: JE1478

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Adults  |
| **Reports to:** | Head of Service Older People's Housing and Community Support |
| **Job Family** | Care and Welfare |
| **Grade:** | F |
| **Political restricted** | N |
| **Date:** | January 2022 |

**Key Deliverables**

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| **1.** | To visit clients and their representatives to assist them with the completion of a Disabled Facilities Grant Financial Assessment Form. This will also involve checking applications meet funding criteria which requires up to date and relevant knowledge of the legislation, guidance, policies and the management of a budget of £2 million.  |
| **2.** | Calculate if any contributions are required to be made towards the cost of an application for a Disabled Facilities Grant using bespoke software and to ensure all information is accurately and promptly recorded and to ensure that financial processes are completed in accordance with legislation, government guidance, and in line with policy, procedures of the Disabled Facilities Grant regulations. To monitor if these have any impact on any other benefits accessed by the clients by other welfare teams |
| **3.** | To inform the client of the outcome of their Financial Assessment using the appropriate documentation, update the Disabled Facilities Grant Adaptations information sheets and the Adaptation Tracker To collect and collate information on the number of grants made for individual benefits and the outcome of these claims, in order for the benefit take up achieved to be recorded. |
| **4.** | Record the registration of a charge against a property in the case of owner-occupier’s, for the value of any approved DFG’s above £5,000. In line with the DFG declaration (section 4). Providing an explanation to the Client of the implications of the assessed charges and the implications that selling or renting their property may have. |
| **5.** | To track the progress of adaptations through the pathway and trouble shoot issues and problems by visiting clients and liaising with social workers, housing officers, surveyors, occupational therapists and other key stakeholders.  |
| **6.** | To request invoices are raised, where appropriate, for assessed contributions towards a Disabled Facilities Grants and monitor its payment for individuals and for housing associations. |
| **7.** | To oversee the approval process by preparing the reports and data sheets, recording decisions and outcomes. |
| **8.** | Review outcomes of adaptations, recording feedback and compiling case studies with what has been achieved and whether any additional assistance (advice, equipment, adaptations or care) is now required. Report on outcomes and prepare evaluation reports for the performance board |
| **9.** | Demonstrate a commitment to continuous improvement by accessing development opportunities, keeping up to date with changes to benefit and contribution policies and legislation by reading relevant publications and attending training sessions. |
| **10.** | Manage own workload, processing high quality information / data accurately and in a timely manner. Embed customer service excellence within the area through contributing to the design of customer focussed processes, active participation in one-to-one meetings / the appraisal process and own behaviours. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Educated to GCSE standard with English and Maths (grade A-C). |
| **2.** | Full driving licence and access to a vehicle |
| **3.** | Experienced in completing financial calculations and the ability to analyse information and figures from multiple sources |
| **4.** | Welfare benefit knowledge across a wide range of services |
| **5.** | Excellent customer care skills and experience of working with vulnerable people |
| **6.** | Ability to communicate clearly and appropriately with service users and families, internal and external staff and relevant agencies.Able to use influencing skills to recommend suggestions and |
| **7.** | Ability to prioritise daily workload and work at pace to deal with the high volume of cases |
| **8.** | Ensuring financial assessments are completed in an accurate and timely manner. |
| **9.** | Able to work independently on cases, either financial assessments or client visits taking ownership of the role and responsibilities. Ability to identify when to seek advice. |
| **10.** | Able to use resources effectively to maximise the use of the grants and budgets by being creative and efficient |
| **11** | Able to demonstrate the ability to work with other departments and non-finance staff. |
| **12** | Experience in using MS Office 365 and MS Teams, Sharepoint and Onedrive. |

Job Family

Care & Welfare

Grade F

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role Characteristics

At this level roles are front-line positions working directly with vulnerable children and adults. The roles are of two principle types;

* Jobs requiring a theoretical understanding of social work or associated disciplines but without a management or supervisory component.
* Jobs which have a significant management or supervisory responsibility with a strong technical and procedural knowledge base.

Job holders in both types will require highly developed communication and problem-solving skills to meet the demands of the service users in their care.

### The Knowledge and skills required

Job holders with a theoretical understanding of social work may not have experience necessary to fulfil management or supervisory responsibilities, whereas those job holders with significant or supervisory responsibility often will, as their knowledge base will be based upon extensive direct experience in caring roles.

The knowledge underpinning the duties and responsibilities of these roles may be either a sound grounding in the theoretical basis of social work practice, achieved through formal education; leading to appropriate certification, or an equivalent level of technical and procedural knowledge of the care function in a local government environment.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. This might include basic cooking, artwork/ other domestic and vocational activities.

### Thinking, Planning and Communication

Working with vulnerable children and adults presents a number of challenges including the need to swiftly and accurately assess their situation, understand their immediate welfare needs, and identify appropriate responses. A range of problems will present themselves, demanding of an equally wide range of solutions, although these will be drawn from established practice and operational guidelines.

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision Making and Innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities. Although independently responding to problems, some of which may not have been encountered previously. Job holders will have access to advice and assistance from team managers or supervisors when serious issues arise.

### Areas of responsibility

Job holders are responsible for the accurate and timely assessment of service user needs and the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

Job holders fall into two broad categories in relation to supervisory responsibilities. The first is roles which do have line management or formal supervisory accountability within their team. These job holders are generally those whose managerial authority is a result of their lengthy experience in subordinate roles.

The second category of roles owe their status to an advanced level of theoretical understanding of their discipline without necessarily having an equivalent level of experience. These roles will not generally have any formal supervisory responsibilities.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and Demands

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships which job holders are required to develop and maintain, will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.