



**Inclusive  
Ambitious  
Always learning**



## JOB DESCRIPTION

<b>Job Title:</b>	<b>DFG Case Worker</b>		
<b>Directorate:</b>	<b>Early Help and Communities</b>	<b>Salary:</b>	<b>£35,235 - £39,513 plus £706 LW and £963 ECU</b>
<b>Section:</b>	<b>Housing Resources</b>	<b>Grade:</b>	<b>BG- G SCP 23 - 30</b>
<b>Location:</b>	<b>Time Square</b>	<b>Work Style:</b>	<b>Flexible</b>

### Key Objectives of the role

Providing services to internal and external customers to deliver adaptations that enable and promote independent living within the homes of disabled and vulnerable residents.

Assist with identifying and understanding the customer's needs and enabling a speedier, simpler, more responsive customer journey, contributing to the continuous improvement in the delivery of the council's outcomes and ensuring high levels of internal and external customer satisfaction.

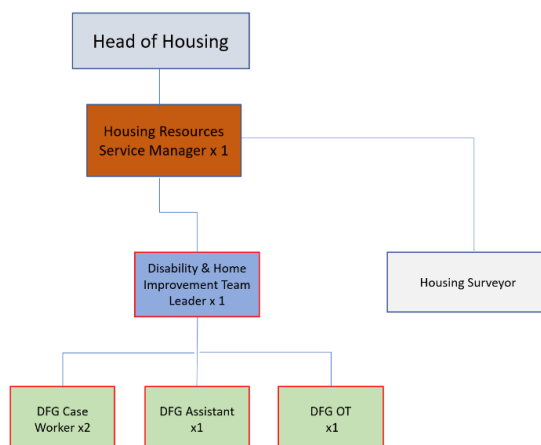
To provide the full range of services with a strong customer focus and a flexible, sensitive and responsive approach, empowering the client, supporting their dignity and independence.

### Designation of post and position within departmental structure

BFC - CONFIDENTIAL

Levels
Head of Service
Service Manager
Team Leader
Senior
Officer

#### Housing Resources



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**Daily and monthly responsibilities****General:**

1. To undertake all required activities in support of the functions of the DFG service, these include requests from residents and referrals from occupational therapists for mandatory and discretionary grants.
2. To provide administrative assistance and support as required, including maintaining all appropriate records, preparing reports, letters, attendance at meetings, minute taking, organising meetings etc.
3. To utilise appropriate IT packages to record, update, collate, analyse and present information and data, to establish, monitor and maintain accurate information and appropriate control systems.
4. To check final accounts and defects liability and advise clients on payment as appropriate, processing invoices and the preparation of necessary documents to assist in budgetary control, as necessary to meet the duties and responsibilities of the post and in accordance with level of skill and knowledge.
5. To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
6. To deal with correspondence and enquiries from clients, contractors, colleagues and/or their representatives, establishing and maintaining good working relationships within the post holder's responsibilities.
7. To undertake analysis of returned tenders, identifying the contractor that offers best value, as necessary to meet the duties and responsibilities of the post and in accordance with level of skill and knowledge.
8. To arrange and attend feasibility visits, interim and final inspections, and to ensure contractor compliance throughout the construction phase, as necessary to meet the duties and responsibilities of the post and in accordance with level of skill and knowledge.
9. To assist in the preparation of survey reports, schedules of work, specifications and drawings as appropriate, taking into account the Occupational Therapist's assessment, client's needs and wishes as necessary to meet the duties and responsibilities of the post and in accordance with level of skill and knowledge.
10. To keep up to date with developments in the maintenance and adaptation of buildings and attend relevant courses, seminars and conferences.
11. To carry out other specific tasks, including staffing exhibitions and displays, which may reasonably be required from time to time by the DFG Team Manager / Head of Service in furtherance of the DFG team and its development.

## Scope of role

- Accountable to the DFG Service Manager
- To undertake any duties regarding health, safety and welfare at work which may reasonably be allocated to the post holder as the result of legislation, codes of practice, or the council's policies relating to health and safety, and generally co-operate in the promotion of a healthy and safe working environment both on site and in the office.
- The post holder will work under the general direction and guidance of the Service Manager in pursuing the council's initiatives for:

Commitment to the council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post.

It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	HHSRS qualified Approved level 4 Diploma in construction, equivalent or higher	Degree or equivalent Trusted assessor certified Diploma or equivalent in property surveying
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p><b>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</b></p> <p><b>Experience</b></p> <p>Administration, including organising files, collecting and collating information</p> <p>Validating and processing cases e.g., applications, complaints, service requests, reports</p> <p>Analysing and processing information for reporting</p> <p>Experience within a customer focused service providing excellent customer service</p> <p>Previous experience of working with disabled people/Occupational Therapists/surveyors and technical officers</p> <p>Experience of working within a service that delivers Disabled Facilities Grants</p> <p>Experience of supporting projects to achieve successful outcomes including disseminating and sharing information in a timely manner to promote and encourage a speedy conclusion</p> <p>Working in a Housing and Health Environment</p>	

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Working in a local authority  
Consultation processing and  
analysis

Purchasing/ procurement

Able to understand and interpret a  
schedule of works and plans in order  
to carry out an assessment of  
completed works and compile a  
snagging list where necessary

Able to draft and deliver  
presentations to partners and  
service users to promote the service  
and encourage best practice

Basic knowledge of planning  
process and requirements for other  
permissions relating to works within  
domestic dwellings

Experience of using Microsoft, or  
similar, applications to improve  
service deliver, extract statistical  
data and maintain records

Able to interpret an Occupational  
Therapist referral, undertake a  
feasibility visit and design  
adaptations that meets the  
requirements of the referral

Able to use AutoCAD or equivalent

Proactive with commitment to  
provision of excellent customer  
service

### **Knowledge**

Excellent attention to detail to  
accurately maintain database and  
finance records

Validating and processing a range of  
complex cases e.g. applications,  
complaints, service requests, reports

Analysing and processing  
information for reporting

Experience within a customer-  
focused service providing excellent  
customer service

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Experience of assisting in delivering change particularly in relation to process improvement

Broad and detailed knowledge of Disabled Facilities Grants legislation and an ability to interpret the information and apply it within working practice

Intermediate knowledge of legislation that impacts on the delivery of home adaptations, for example Care Act 1990, Chronically Sick and Disabled Person Act 1970, etc, their repeals, amendments and/or new Acts, Orders and Regulations

Broad and deep understanding of council systems and procedures used in the delivery of home adaptations, with effective ability to train and coach others

Ability to represent the service in partnership meetings and where necessary to members

**Skills**

Clear and effective oral and written communication

Identifying and meeting customer needs

Ensuring the sharing and dissemination of best practice

Ability to use appropriate software to draft plans and schedules of work based on the recommendations of an Occupational Therapist

Ability to draft and collate all documents to make a planning and building control application for none - complex and complex adaptations

Ability to apply for any necessary permission to enable construction, for example from a utility company.

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<b>Work-related</b>	The post holder must hold a full UK
<b>Personal</b>	driving licence (or valid equivalent).
<b>Requirements</b>	Non-UK licences must be converted

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	to UK licences in the first six months of employment
<b>Other Work Requirements</b>	<p>The ability to converse easily with members of the public and respond effectively to questions in spoken English</p> <p>Anything that is applicable to the role that is out of the norm.</p>
<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

