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# **Job Description: Grant Project Officer**

# Waverley and Guildford are ambitious authorities, committed to being two of the leading Councils in the country at a time of major change by developing high performing, highly engaged staff teams to share the organisation’s values and deliver our corporate objectives.

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| **Job Description** | |
| **Job title:** | **Grant Project Officer** |
| **Service:** | Community Services |
| **Team:** | Waverley Adaptations Team and Care and Repair (Guildford) |
| **Location:** | The Burys, Godalming, Surrey, GU7 1HR and Millmead House, Guildford, GU2 4BB |
| **Reporting to:** | Home Improvement Lead and Joint Grants and Adaptations Manager |
| **Responsible for:** | N/A |
| **Our shared Organisational Values** | |
| **Collaboration**  A black background with a black square  Description automatically generated with medium confidence | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| A black background with a black square  Description automatically generated with medium confidence**Wellbeing** | We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| **Trusted**  A black background with a black square  Description automatically generated with medium confidence | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| **Value for Money**  A black background with a black square  Description automatically generated with medium confidence | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| **Professionalism**  A black background with a black square  Description automatically generated with medium confidence | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |

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| Principal purpose of the role |
| Providing a client focused service to elderly, disabled and vulnerable residents within the boroughs of Waverley and Guildford through:   * Offering practical support to access grants and advice * Offering guidance to enable the most vulnerable to live in home environments that meet their needs * Improving health wellbeing and maximising independence * Sharing knowledge and experience with colleagues and partner agencies |
| Main duties and accountabilities |
| * Delivering a timely adaptation service across Waverley and Guildford * Building a resilient team and infrastructure to address the barriers that limit residents’ independence within their home environment * Providing the most vulnerable living in poor housing conditions with support to ensure their properties are fit for purpose to enhance health and wellbeing * Smart management and utilisation of partnership relationships to promote community services and work in partnership to create new support services * Working in collaboration with other community services to create a seamless journey for residents * Playing a role in business continuity planning and, should the need arise, assisting in ensuring business recovery of key service provision in a 24 hour window * Complying with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored, as required |
| Dimensions of the role |
| * Responding to enquiries from residents of Waverley and Guildford seeking to take up services offered by the Home Improvement Agency * Providing a client advocacy service for elderly disabled and vulnerable clients seeking to access the Home Improvement Agency * Providing advice on the eligibility criteria for funding works to privately owned and tenanted homes * Completing complex preliminary Means-testing, access Ferret and Searchlight, as required * Visiting clients in their homes to discuss their housing needs and offering solutions to include other areas of help available to them, such as rehousing, minor adaptations * Completing environmental assessments in line with Trusted Assessor guidelines * Prescribing small pieces of equipment that will help minimise risks and maximise independence * Undertaking energy audits to improve comfort levels and reduce energy bills * Having specialist/advanced knowledge of Means-tested benefit and Ferret to advise clients and other team members on complex financial situations * Advising clients and staff of the financial help available for works, including Disabled Facility grants (DFG), non-means tested DFGs, Prevention grants, Home Improvement grants and other energy efficiency grants, grants from charitable trusts, loans and equity release or similar schemes * Completing reports for Senior Management when requesting an exception to policy * Identifying sources of other financial help that may be available by providing specialist advice on welfare benefits and encouraging clients to claim these when they are entitled * Signposting clients or making appropriate referrals to other statutory or voluntary organisations for help with the completion of applications for Welfare Benefits in accordance with clients’ wishes * Liaising with clients, in-house and contract surveyors to ensure Schedules of Works and drawing of schemes have been forwarded to clients, notifying them of contractors that will visit * Adhering to GDPR protocols at all times * Maintaining awareness of safeguarding concerns and raising alerts when appropriate * Actively promoting the work of the agency, including arranging exhibitions and other publicity events to promote the availability of services, both to individual clients (by sourcing opportunities for and delivering talks to local church groups, lunch clubs etc.) and to commissioners * Conducting other specific tasks that may be reasonably required on occasion by the Home Improvement Team Leader or Grants and Adaptations Lead |
| Areas of Accountability/Problem Solving – Decision Making / Scope for Impact |
| * Establishing and maintaining a good working relationship with relevant Local Authority Officers, Social Services staff, Occupational Therapists, contractors or any other bodies who may be working with the client, liaising with all other parties to progress each case effectively, ensuring all queries are dealt with to enable open cases to progress to a satisfactory conclusion * Ensuring all financial information is recorded on Northgate M3 or Tascomi with the appropriate supporting documents and formal grant applications uploaded to the case files in preparation for grant approval * Administering grant schemes of both Waverley and Guildford in accordance with policies and procedures * Preparing all documentation to ensure works are signed off by the appropriate manager prior to processing contractors’ payments * Having a good understanding of both Councils procurement and payment protocols and how to set up new contractors within Agresso and Business World * Challenging and reporting situations when the Grants procedures are not being adhered to * Challenging and reporting to line manager poor practice or inappropriate use of grant funds * Working in accordance and advising other team members and third parties of Care and Repairs policies and procedures * Assisting vulnerable self-funding residents in accessing the same services offered to Grant funded residents * Assisting in the preparation of reports and written procedures relevant to the service, as directed by the Home Improvement Team Leader |
| Planning/Organising/Controlling |
| * Assisting with the smooth running of the agency by following office procedures and maintaining accurate computer records on all allocated cases, ensuring that information is updated on Northgate M3 or Tascomi actions (case notes) * Helping to develop and maintain a case review system by which action required can be brought to the attention of the team and ensuring efficient progression of each case * Having awareness of the role of other agency staff and participating as a full member of the agency team to ensure a satisfactory outcome for residents * Keeping up-to-date with new legislation and practices in the relevant fields of work, e.g. through attendance at training courses and Foundations monthly webinars * Preparing quarterly action plans for Guildford and Waverley and contributing to the quarterly and end of year statistics for the agency * Being responsible for the monitoring of client account and quarterly reconciliation * Ensuring payments are in place prior to the start of projects |
| Customers and Contacts |
| Internal   * Officers at all levels in the service   External   * Members of the public * Officers of Surrey County Council Social Services * Consultant OTs * Professional consultants, such as Surveyors and Architects * Voluntary organisations * Client advocates |
| Service/Team Structure |
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**PERSON SPECIFICATION**

**Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.**

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|  | Person Specification | | | |
|  | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualifications/ Education / Training / Experience | Educated to A Level standard or equivalent | **A/C** |  |  |
| Trusted Assessor training Level 3 and 4 | **A/C** |  |  |
| **Knowledge /**Technical Skills | Worked in a Home Improvement agency or similar customer focused service | **A/I** |  |  |
| Knowledge of Building regulations Part M | **I** |  |  |
| Specialist/advanced knowledge of welfare benefits | **A/I** |  |  |
| Understanding and appreciation of the needs of older, disabled and vulnerable individuals and households | **A/I** |  |  |
| Experience of Word, Excel and Email, Northgate, Tascomi, Agresso and Business World | **A** |  |  |
| Good verbal and written communication skills | **I** |  |  |
| Good listening skills, the ability to offer empathy when appropriate and build trust | **I** |  |  |
| Ability to diffuse difficult situations and seek the appropriate support | **I** |  |  |
| Skill in encouraging residents to make positive change | **I** |  |  |
| Criminal Records Disclosure | **A/C** |  |  |
| Communication | Considering the needs of your clients when deciding how best to communicate | **I** |  |  |
| Consulting colleagues and team leaders when appropriate | **I** |  |  |
| Keeping residents, colleagues and partners informed | **I** |  |  |
| Acknowledging the opinions and choices of residents | **I** |  |  |
| Customer Service | Able to identify and meet customers’ needs and expectations | **I** |  |  |
| Takes ownership of customers’ requests, manages expectations and achieves a high quality response | **I** |  |  |
| Able to manage the requirements of diverse customers in a timely and effective manner | **I** |  |  |
| Contributes ideas to improve customer service | **I** |  |  |
| Team Working | Being a positive influence on the way the team works together | **I** |  |  |
| Managing self and others | Managing own caseload with commitment to quality and accuracy | **I** |  |  |
| Being aware of colleague’s workloads and priorities and working with them to share the workload | **I** |  |  |
| Seeking ways to improve personal and team efficiency | **I** |  |  |
| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST\* | For business continuity purposes you are required to have access to the internet at home via broadband on a PC or laptop | **A/I** |  |  |
| Access to own transport during working hours and a full and valid UK driving licence | **A** |  |  |
| Loan working in clients homes and attending site inspections with surveyors and health professionals | **A/I** |  |  |

**How assesed:**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

**Disclosure and Barring Service Check**

Due to the nature of the work, this post involves a check on an individual’s criminal background. The check is carried out through the Disclosure and Barring Service. Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

**Behavioural competencies:**

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| **COMPETENCIES**  **(LEVEL 1 – 4)** | **Communication:** | **Add level** |
| **Customer Service:** | **2** |
| **Team Working:** | **2** |
| **Managing Self and Others:** | **Add level** |
| **Can do approach/Results:** | **2** |

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| Reviewed By: |  | Date: |  |
| Checked in: | HR | Date: |  |
| Last Updated: | Add date | Date: |  |

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| For Official Use only | | | |
| **Job title:** |  | **Post no:** |  |
| **Service:** |  | **JE score:** |  |
| **Team:** |  | **Pay band:** |  |
| **Location:** |  | **Position type:**  (if part time, working pattern) | Full-time  37 Hours/5 day week |