

Job Details

Job Title:	ADAPTATIONS & INDEPENDENT LIVING OFFICER
Post Number:	POST000324
Directorate:	Environmental and Community Services
Section:	Housing Services
Post Grade:	Tier: 5, Grade: E
Responsible to:	Private Sector Housing Team Leader
Responsible for:	N/A

Job Purpose

- To assist residents to live independently in their own homes by providing information and support regarding applications for Disabled Facilities Grants and through referrals to other support agencies.
 - To liaise with applicants and other partner organisations to share relevant information and to facilitate home improvements and adaptations that support independent living.
-

Main Responsibilities

- To identify what is needed to assist residents live independently at home, which includes, but is not limited to, adaptations, affordable warmth, access to financial advice, a healthy living environment and other support.
- To make residents with mobility issues aware of their options, which may include adaptations, affordable warmth, healthy living initiatives, grants or other funding.
- To carry out the technical functions and other related processes involved with the delivery of adaptations which can include facilitating or completing an application for a mandatory Disabled Facilities Grant (DFG), processing of grant applications and technical support at all stages of the grant process.
- To lead meetings and attend site visits with residents, Occupational Therapists, contractors, and other partners.

- To liaise with partners providing the design specification and building the adaptation.
 - Where residents are not eligible for the mandatory DFG, to provide information and assistance about self-funding and offer support in contract managing the build.
 - To advise on energy efficiency measures to make a home affordable and healthier to live in and so help the resident live independently at home.
 - To link residents to social prescribers to help them to maximise their income and participate in healthy living initiatives, so maintaining their independence.
 - To collate data and complete statistical returns and performance information.
 - To assist in updating, maintaining, and developing the Council's IT system and other electronic or paper records.
 - To be aware of safeguarding legislation as it affects the role and if necessary, make safeguarding referrals in accordance with council policy.
 - To contribute to the development of the Council's private sector policies and strategies and the delivery of the Council's strategic housing objectives.
 - To help support promotional and pro-active events.
 - To undertake any necessary training as required and maintain a knowledge of legislation relevant to the role.
-

Decision making

- Determining eligibility for a Disabled Facilities Grant.
 - Agreeing the most appropriate adaptation to meet the client's needs in liaison with architects and Occupational Therapists.
 - To develop and continuously improve a mechanism for identifying other organisations which can help the resident live independently, make referrals, and evaluate their effectiveness in supporting independent living.
 - To agree the completion of the works undertaken through the Disabled Facilities Grant.
-

Financial Responsibilities

- Checking grant tenders prior to grant approval and invoices on the completion of adaptation works.

- Checking financial information given by the applicant as part of the application process for a Disabled Facilities Grant.
 - Carrying out the financial means-test calculation to determine if a contribution by the applicant is required.
-

Key Contacts / Relationships

- The general public, architects, building contractors, Derbyshire County Council Disability Design and Social Care Teams, Occupational Therapists (OTs), other contracted delivery design services, safeguarding teams, social housing providers, energy advice agencies such as Marches Energy Agency (MEA) as well as any council-led energy efficiency programme or grants. Social prescribers.
-

STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: Housing Services Manager

Date: 8 January 2023

Version: 1.0

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: ADAPTATIONS & INDEPENDENT LIVING OFFICER

Post Number: POST000324

EXPERIENCE

Essential Criteria

- Experience of good customer care, showing empathy when dealing with vulnerable people. A, I, T
- Experience of being a self-starter, organising own workload and working to deadlines. A, I
- Experience of working effectively within a team. A, I
- Experience of working across a partnership arena, making referrals, and working as a wider team where needed. A, I

Desirable Criteria

- Experience of working with Disabled Facilities Grants. A
-

QUALIFICATIONS

Essential Criteria

- Five GCSE passes at Grade 9-4/A*-C (or equivalent) which must include Mathematics and English Language. A, D
-

SKILLS & KNOWLEDGE

Essential Criteria

- Good interpersonal skills and ability to form good working relationships with colleagues, partners, and residents. A, I
 - Good written and oral communication skills. A, I
 - Good knowledge of Disabled Facilities Grant legislation. A, I, T
 - Ability to work accurately with figures. Good ICT skills including use of databases. A, I
 - Ability to interpret reports, data, architectural drawings, specifications, and plans. A, I
-

OTHER REQUIREMENTS

Essential Criteria

- Full valid UK driving licence and access to own transport. A, D

Desirable Criteria

- Willing to work flexibly and outside normal hours when required. A
-

ASSESSMENT KEY: A Application | I Interview | T Test | D Documentation

Version: 1.1 – August 2025