

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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| <b>Job title:</b>                          | Disabled Facilities Grant Officer   | <b>Location:</b>                       | Coleford based / Remote |
| <b>Job group:</b>                          | Case/Field Worker - Level 2   | <b>Peer group no:</b>                  | PG-I15                  |
| <b>Reports to:</b>                         | Paula Massey  | <b>Working hours:</b>                  | 37                      |
| <b>Business World Post number:</b>         | 880000077   | <b>Line management responsibility:</b> | No                      |
|  |   | <b>Direct Reports:</b>                 | N/A                     |
| <b>FTE Salary pro rata:</b>                | £26,709 - £29,567   | <b>Contract type:</b>                  | Permanent               |
|  |   | Further detail                         | N/A                     |
| <b>Main purpose of this specific role:</b> | To provide a full administrative service to deliver the Disabled Facility Grant in its entirety, ensuring the service is appropriate for individual needs and the relevant support is offered to customers, governed by the Grant Law.  |  |                         |
|  | <b>Generic Job Profile:</b>   |  |                         |
| <b>Main Purpose:</b>                       | <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>• Provide a full administrative service to deliver the Disabled Facility Grant in its entirety, ensuring the service is appropriate for individual needs and the relevant support is offered to customers, governed by the Grant Law.</li> <li>• Handle referrals and enquiries from customers or professional contacts, checking the Occupational Therapist referral is acceptable and liaise with all internal and external agencies</li> </ul> |  |                         |

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|   | <ul style="list-style-type: none"> <li>• Manage customer expectations and works in liaison with the surveyor (or outsourced contractor) for all building works, in conjunction to the Grant Law and Occupational Therapist recommendations,</li> <li>• Ensure all applications adhere to Grant Law and are administered appropriately.</li> <li>• Visit properties with Occupational Therapist and Agent for feasibility study on the viability of amending the property where necessary, ensuring that all options have been discussed with Housing to ensure all possible options of moving the customer where appropriate prior to having work done have been discussed and considered.</li> <li>• Monitor budgets and report details to Enabling Manager regularly (weekly on grant spend and grant approvals) throughout the year.</li> </ul>  |
| <p><b>Key Responsibilities:</b></p>   | <ol style="list-style-type: none"> <li>1. Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally</li> <li>2. Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines</li> <li>3. Consult with technical colleagues as required</li> <li>4. Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines</li> <li>5. Ensure all relevant customer and company information is captured and recorded accurately</li> <li>6. Planning and prioritising workloads in order to meet agreed short term objectives</li> <li>7. Carry out duties with discretion, integrity and maintain confidentiality</li> <li>8. Understand and demonstrate commitment in delivering the key performance indicators within the function</li> <li>9. Undertake any other duties as reasonably required to do so</li> </ol> |
| <p><b>General Accountabilities:</b></p>                                     | <ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>  |
| <p><b>Essential Requirements, Qualifications, Skills and Abilities:</b></p> | <ul style="list-style-type: none"> <li>• A minimum qualification equivalent to NVQ level 3 or A level or three years relevant experience</li> <li>• GCSE Maths and English or equivalent to grade C/4 or higher</li> <li>• Ability to build customer relationships</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• Knowledge and experience in assessing complex situations and carrying out inspections if and when required</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Ability to resolve complex issues by negotiation</li> <li>• Maintain accurate and up to date records</li> <li>• Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes</li> <li>• Demonstrate commitment and resilience to succeed</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to manage time effectively</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> <li>• Full, clean UK Driving Licence and use of vehicle for home visits</li> <li>• At least two years office experience</li> <li>• An understanding of Benefit Legislation</li> </ul> |
| <b>Desirable Requirements Qualifications, Skills and Abilities:</b> | <ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Experience working with internal/external customers, partners/clients and elected members</li> <li>• Housing or social care experience</li> <li>• Computer and administration experience</li> <li>• One to one advice giving</li> <li>• Experience of working with older people and/or people with disabilities.</li> </ul>   |
| <b>Special Conditions:</b>  | <ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Ability to travel</li> </ul>  |
| <b>Date reviewed:</b>   | 30/06/2021  |
| <b>Reviewed by:</b>   | Paula Massey  |
| <b>Manager job title:</b>   | Enabling Manager  |
| <b>Date of issue:</b>   | 30/06/2021  |