

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>Directorate:</b>	Deputy Chief Executives
<b>Division:</b>	Capital Works, Property Services
<b>Post No. &amp; Job Title:</b>	H14 - Aids and Adaptations Officer
<b>Grade:</b>	Grade 6
<b>Responsible to:</b>	T117 – Project Manager
<b>Responsible for:</b>	No responsibility for employees
<b>Job Objective:</b>	To manage the provision of aids and adaptations in council dwellings.

### **Main Duties and Responsibilities:**

1. Manage all internal and external applications and referrals for the provision of aids and adaptations for council tenants with disabilities. Arrange and attend joint site visits with both Contractors and Health specialists to assess a property for viability. Provide specialist advice regarding the suitability of Council properties for proposed adaptations to all stakeholders.
2. Manage and complete all administrative requirements for the role, including gathering information for senior management to make informed decisions for approval of major adaptation schemes and preparing reports for Cabinet decisions on very large adaptation.
3. Manage the whole process from assessment to recommendation or refusal and accurately record and maintain all data. Proactively manage the customers experience including the rehousing process specific to adaptation refusals advising both the health professionals and customers accurately and sensitively.
4. Carry out assessments of potential, and actual void properties, in partnership with Housing, to assess and give guidance to the viability for adaptations paying particular attention to the specific short and long term health needs of customers, and potential future tenants. Advise on required work to bring existing adaptations to a suitable lettable standard.
5. Assist with the allocations process to support matching supply and demand for adapted properties to help with efficient service delivery and minimise delay and protect income, by maintaining a list of adapted properties.
6. Carry out 'Trusted Assessor' risk assessments of disabled tenants with non-complex conditions to identify minor and major adaptations to promote independence, knowing when to refer more complex cases to the Occupational Therapy service.
7. Arrange consultations with a wide range of Health and Social Care professionals including Occupational Therapists and other specialists and determine the nature and extent of specific works required.
8. Review and manage contract and framework arrangements for the provisions of the adaptations service. Arrange for all relevant purchase orders for suppliers

and contract partners in accordance with the framework/contract arrangement, the Councils Standing Orders and Financial Regulations. Ensure value for money when appointing contractors or ordering supplies and equipment and develop processes to re-use equipment where possible.

9. Prepare schedules of work to itemise minor and small scale major adaptation works (such as wetrooms, ramped access, door widening, wheelchair accessible kitchens etc.) required to achieve the identified needs of the disabled person. Liaise with team members and stakeholders to ensure smooth delivery of large scale major adaptations in accordance with Specialists' referrals and to meet the disabled person's needs.
10. Carry out inspections during construction works and sign-off of adaptations when complete to ensure they are carried out to BBC requirements and monitor the process to ensure satisfaction of the customer and other stakeholders.
11. Exercise judgment to agree the appropriate course of action in the event of unforeseen works arising during the construction phase of adaptations.
12. Manage the budget for adaptations, prioritising client needs, whilst ensuring spending is within budget limits and taking into account the work stream and the Council's legal obligations to provide an adaptations service. Provide projections and reports on performance as required.
13. Manage the payment of contractor's invoices and check for accuracy and deal with any irregularities prior to authorising payment. Review prices and challenge errors. Ensure works are completed to a satisfactory standard and all necessary certification has been received before payments are released.
14. Manage the monitoring of contractors for performance carrying out adaptation works to vacant and occupied properties to ensure compliance with specifications including specific referral requirements, targets, quality, and health and safety. Challenge non-compliance by demonstrating the required standards, negotiate remedial action and resolutions.
15. Maintain up to date records of all adaptations ensuring they are available for monitoring, and for all colleagues to allow referencing and review. Maintain warranty details and their execution when required. Prepare records to ensure they are in formats required for loading into the Councils systems ensuring accuracy and compatibility. Take photographic records of adaptations.
16. Investigate and deal with both internal and external customer requests for disabled adaptations. Record correspondence and provide information to support the Council's complaints process. All correspondence must be maintained on agreed systems to allow them to be easily and quickly assessed and dealt with in line with Data Protection Act 2018.
17. Manage the service's computerised databases for adaptations and assist in the introduction of new monitoring and reporting programmes to facilitate live reporting on progress and expenditure for all commitments.
18. Co-ordinate, specify and supervise any changes required in adaptations undertaken by other teams (i.e. Council House Modernisations or Housing Repairs) to ensure they are consistent with current standards.

19. Liaise with Private Sector Housing to ensure consistency of standards across adaptation work in the Borough. Provide advice and training to other departments with regard to Disabled Adaptations.
20. Prioritise workload to enable a fast track process for emergency work to enable urgent adaptations.
21. Conduct research to maintain knowledge of relevant technical changes in user conditions, adaptation standards, technology, and legislative requirements. Keep updated with relevant legislative duties including those relating to Health & Safety and the Construction Design Management Regulation. Pursue innovative and cost effective solutions to meet the varied needs of customers whilst reducing the impact of works on the environment.
22. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of the Aids and Adaptations Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.