

**London Borough of Havering
Job Profile**

Job Title: DFG Case Officer	Directorate: Chief Operating Officer
Service/Section: Joint Commissioning Unit	Post Number(s):Job Evaluation Number:
Grade: G5	Date last updated: November 2021

Main Purpose of the Job/Key Objectives:

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.

Handle referrals and enquiries from customers or professional contacts, checking the Occupational Therapist referral is acceptable and liaise with all internal and external 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. Ensure all applications adhere to Grant Law and are administered appropriately.

Where required, visit properties with Occupational Therapist and other Professionals to review the feasibility or viability of amending the property, ensuring that all options have been considered and discussed. Subject to successful training, the Housing Improvement Officer will be required to perform the role of Trusted Assessor in order to be able to assess for an prescribe a simple solution or basic piece of equipment to meet the needs in an individual.

Monitor budgets and report trends, issues and risks to the Approving Manager regularly throughout the year. To provide annual reporting and reconciliation and support with official returns and submissions.

Job Context:

1. This post is a fixed term contract post.
2. The post holder reports to Service Delivery Manager
3. The post holder has no line management responsibility.
4. The post covers a 36 hour week, with the occasional requirement to work outside 'normal' office hours.

Key Accountabilities and Result Areas

Key Result Area	Expected End Result
Responsible for People Management.	<ul style="list-style-type: none"> No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.
Proactively support the delivery of Resident & Community Contribution.	<ul style="list-style-type: none"> To demonstrate understanding of the Council’s Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of ‘putting our residents first’. To provide holistic, informed and accurate Grant advice which is “right first time”, to all approaches to the service. To support, coach and empower residents to independently assess and manage their own housing situation and make informed choices. To promote service improvement through the continuous development of working procedures and guidelines to ensure that casework provides an efficient, effective and professional service to all the customers Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally
Responsible for Operational Service Delivery.	<ul style="list-style-type: none"> 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 To provide advice and guidance grants, assess applicants for eligibility assessing including income and expenditure data and medical requirements. To assess need for and provide advice on the procurement and specification of aids and adaptations for residents, the conversion of property for disabled people ensuring economies of scale from dovetailing with the all programmes are maximised To engage with relevant services in particular; Adult Social Care and Children’s Services to deliver a seamless service. To provide advice and support to vulnerable homeowners or private sector tenants who are vulnerable, disabled or on low incomes to improve, maintain or adapt their properties to enable them to remain safely and securely in their homes To ensure that all data that is related to the provision of Home Adaptations is recorded accurately as per policies and procedures To liaise effectively with the Home Adaptations contractors, stakeholders, customers and family members as directed To follow processes and procedures for dealing with complaints, Members enquires and correspondence/incoming post. To provide statistical information as required on any aspect of work related to Home Adaptations.

	<ul style="list-style-type: none"> • Providing DFG service to customers who have been assessed as eligible for a DFG funded major adaptation ensuring that grant applications and approvals are processed in a timely way. • To facilitate grant approval process and maintain up-to-date records. • Proficient in the use of ICT systems such as but not limited to; Ferret application to carry out means test, Civica APP to maintain records of grant applications and reporting. • To liaise with RSL's, Foundations, and other local authorities in relation to Home Adaptations Casework as required. • To work closely with ASC staff members to ensure that the home adaptations work operates within an agreed performance management and quality assurance framework • Knowledge of the Housing Grants Construction & Regulation Act 1996. The Regulatory Reform (Housing Assistance) (England & Wales) Order 2002
Responsible for Service Planning & Development	<ul style="list-style-type: none"> • Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan. • 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 • Understand and demonstrate commitment in delivering the key performance indicators within the function
Responsible for Financial & Resource Management.	<ul style="list-style-type: none"> • To demonstrate cost-consciousness and identify any cost effective changes to own way of working. • Expenditure of up to 45k per grant application • Manage allocated budgets for DFG's (Disabled Facility Grants and HAG (Housing Assistance Grants)) • Provide monthly reports and analysis on spend and projection of grant funds. • End of year financial reconciliation and capitalisation of salaries
Support Continuous Improvement.	<ul style="list-style-type: none"> • To identify, suggest and deliver any improvements to current ways of working in order to deliver a more efficient and effective service for customers. • To share information and consult with other services (particular reference to Adult Social Care & Children's services) in order to develop methods which will deliver the best outcome for clients and the council • Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines • To proactively take part in professional forums, activities and discussions
Contacts - Build Effective working relationships both inside and outside the organisation.	<ul style="list-style-type: none"> • Council wide where appropriate in particular to engage with Adult Social Care and Children's Services to deliver a seamless service where appropriate. • External - Including but not limited to: DWP; Rent Officers; Solicitors; Voluntary Agencies; CABs; Health Care providers.

<p>Delivery of Additional responsibilities.</p>	<ul style="list-style-type: none"> • Complete other reasonable tasks in order to fulfil role purpose or as instructed by management. • To carry out all necessary tasks in order to conclude casework promptly in keeping with the council’s processes, current legislation and relevant case law. • End of year reporting on types of adaptations completed and breakdown of costs • Maintain live data used by Senior Managers
<p>Responsible for Key Performance Indicators.</p>	<ul style="list-style-type: none"> • Specific targets and objectives will be set on an individual bases as part of your individual Performance Plan.

Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. You will meet these expectations.
- You comply with Health and Safety Regulations associated with your employment.
- You are aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- You will treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees’ access to and use of the council’s databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- You will demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- You will deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures.
- You will be require to work remotely when required.

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	B	<ul style="list-style-type: none"> • Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication • Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others. • Summarises information to check understanding • Expresses thoughts and ideas clearly and consistently and objectively discusses options • Approachable and responsive to people's needs
Delivering excellent customer service	B	<ul style="list-style-type: none"> • Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs • Analyses and understands delivery and range of services, providing solutions to individual customer needs • Develops and maintains constructive relationships with customers • Takes pride in delivering high quality services and seeks to expand own skills • Constantly questions "how will this benefit the customer?" • Seeks customer feedback to identify ways to improve customer experience
Managing Personal and Organisational Change	B	<ul style="list-style-type: none"> • Is open to new ideas and takes account of other people's points of view and ideas. • Contributes positively to the change process and sees change as an opportunity to improve performance and customer service • Recognises the impact of change on others and supports them through it • Uses an awareness of the bigger picture along with common sense to interpret and implement policy. • Identifies opportunities for change • Learns from experience and others and uses opportunities to acquire new skills and improve knowledge
Respecting Others	B	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others • Acts as a role model sets a personal example of good equalities practice at all times • Challenges inappropriate and discriminatory behaviour • Understands different learning and personality styles and preferences • Respects confidentiality wherever appropriate • Acts upon concerns about discrimination or inequality of opportunity • Applies consistent standards of service and response

Achieving Results and Success	B	<ul style="list-style-type: none">• Assumes personal responsibility for achieving outcomes and making appropriate decisions and is considerate of others and their contributions• Monitors and evaluates own performance against targets• Develop new ways of working to achieve results• Demonstrates high personal standards as an example to others and delivers what they agree• Is consistently positive and remains focused and flexible when faced with competing demands and priorities• Allocates time and resources to reflect priorities• Seeks information to aid decision making
-------------------------------	---	---

**London Borough of Havering
Person Profile**

Job Title: Housing Improvement Officer (Caseworker)

Requirements	Essential (E) Desirable (D)	* Method of assessment
<p>1. Qualifications:</p> <ul style="list-style-type: none"> • Formal qualifications are not a requirement. However post holders should be educated to a high general standard and possess excellent written and numerical skills or relevant experience. • Literacy and numeracy 	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I/T</p>
<p>2. Statutory or Role Specific Requirements:</p> <ul style="list-style-type: none"> • Detailed understanding of legislation governing private sector housing enforcement, maintenance and refurbishment process, disabled adaptations process • Understanding of the maintenance and refurbishment sectors • Understanding of appropriate legislation, policy, procedure, business requirements and guidelines. 	<p>E</p> <p>D</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>3. Experience:</p> <ul style="list-style-type: none"> • Experience working in a front facing team interviewing and assessing clients need for assistance. • Experience of effective multi-disciplinary working. 	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
<p>4. Knowledge & Skills:</p> <p>Ability to have or acquire knowledge an excellent working knowledge of all elements of housing needs: housing advice, building, contracts, and process associated with grant application and management</p> <p>Detailed understanding of the Housing Grants, Construction & Regeneration Act 1996.</p> <p>Experience of means testing using the Ferret system.</p> <p>Understanding of the OT assessment and process</p> <p>Ability to have and maintain a thorough and up to date knowledge of relevant policy and strategy areas, including, but not exclusively:</p> <ol style="list-style-type: none"> a. Havering’s housing strategy and related sub strategies. b. Havering’s social housing allocations policy. c. Havering’s asset management strategy d. Codes of guidance from central government. e. DWP guidance on personal and housing benefits. <ul style="list-style-type: none"> • To be a confident, engaging communicator, able to positively handle contact with clients from a range of backgrounds and with complex needs. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I/</p> <p>A/I/</p>

<ul style="list-style-type: none"> • Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and an understanding of how these interface with delivery of housing needs services. 	E	A/I/
<ul style="list-style-type: none"> • The ability to handle conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially aggressive/ violent, and to do so within the Councils policy/procedure on carrying out such interviews. 	E	A/I/
<ul style="list-style-type: none"> • The ability to build & maintain a thorough working knowledge in using data and case management systems to ensure data quality and effective sharing of work. 	E	A/I/
<ul style="list-style-type: none"> • Proven ability to work with several software applications in conjunction, and proficiency in Microsoft and database use. 	E	A/I/
<ul style="list-style-type: none"> • Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council's service standards. 	E	A/I
<p>5. Working Conditions/Circumstances:</p>		
<p>You may be required to work out of normal office hours on occasions including evenings.</p>		

* Application (A), Interview (I), Test (T)