



JOB DESCRIPTION

Job Title:	Disabled Facilities Grant Officer	Job Number: (Official use ONLY)	
Department / Service:	Operational Services	Main location: (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough GU14 7JU
Hours of Work:	37	Post Restrictions: (e.g. politically restricted and/or sensitive)	No (See Note 1 in Section K)
Grade		Regulated Activity: (i.e. DBS check required)	Yes (See Note 2 in Section K)
Job Purpose: (i.e. Context & summary of why the role exists)	To work within the private sector housing team to administer disabled facility grants for residents in Rushmoor. To assess, process and implement DFGs from receipt of a referral and recommendations from the Occupational Therapist to the completion and payment of the relevant adaptation works.		

Section A: Main Duties

1	To receive, log on UNIFORM system and administer referrals for Disabled Facility Grants (DFG) from Hampshire County Council Occupational Therapy (OT) service. This will involve collating referrals, recommendations, and accessing residents' financial information and inputting accurately on to the database.
2	To support residents through the DFG process. This will include home visits with surveyors, occupational therapists or alone to complete application forms, obtain financial information and/or proof of home ownership. To inspect the property to establish whether the works are reasonable and practicable based on the OT recommendations and ensure residents are kept updated on the progress of their DFG application.
3	To carry out benefit checks and test of financial resources using the RENOVATE system. This will include gathering and entering accurate financial information for income, bank accounts, savings and property ownership.
4	If the DFG is "simple" you will be required to draw up a grant schedule based on your inspection and the recommendations from the OT, and if required assist residents to obtain quotations for the relevant works. A surveyor will do this if the grant is "complex"
6	On receipt of a full DFG application including comparable quotations for the works, approve the DFG, including all the relevant checks and get it countersigned by an officer or the private sector housing manager. Advise the winning contractor and the customer that the grant is approved

7	Manage the DFG from approval through to completion, dealing with queries, unforeseen works and re-approvals, ensuring all actions are recorded and documented on the data base against the case
8	On completion of the works carry out an inspection to ensure that the works are of a good standard and that there are no snags, obtain a signed agreement from the customer that they are satisfied with the works. On receipt of an invoice from the contractor arrange for payment for the works direct with the approval of the customer
9	Assist the Private Sector Housing Officers and Private Sector Housing Manager with any other private sector housing related work within the grade of this role

Section B: Staff Reports & Responsibilities

Direct Reports	Job N ^o	Title	Grade	Level of mentoring, supervision, and/or responsibilities
Responsible to		Private Sector Housing Manager	6	
Responsible for		NA		

Section C1: Budget, business planning and/or cash handling responsibilities

Duties, Tasks & Activities	Budget (Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others)	Indicative frequency (i.e. how long)
Disabled Facility Grants	The private sector housing manager is responsible for the overall grant budget. DFG officers administer disabled facility grants of up to a maximum of £30,000 and are responsible for ensuring value for money and competitive quotes for any grant work. Responsible for approving grants to maximum of £6,000. Work costings above £6,000 must be signed off by the private sector housing manager	

Section C2: Income responsibilities including bidding for grants

Duties, Tasks & Activities	Income level(s) (Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others)	Indicative frequency (i.e. how long)
Responsible for gathering personal and confidential financial information from residents to support grant applications	Ensuring accurate collection as this information is used to assess qualification for grant aid	Daily when dealing with grant applications

Section D: Working Conditions & Environment(s)

Duties, Tasks & Activities	Summary of work environment(s) and conditions or people related behaviour	Indicative duration (i.e. how long)
Office/Home based for record keeping, meetings, customers, writing of letters, emails, schedules, and telephone calls	Residents may book face to face appointments in the office. You may have to deal with vulnerable residents applying for a DFG	60%
District based doing home visits to vulnerable residents for DFG applications and inspections.	Sometimes vulnerable resident's homes are unkempt and this needs to be considered. Lone worker policy and risk assessment in place to ensure personal safety. Consideration must also be given to weather and traffic conditions	40%

Section E: Additional Duties, Tasks and Activities

Duties, Tasks & Activities	(E)ssential or (D)esirable
Available to attend home visits slightly outside normal office hours	(D)esirable

Section F: Corporate Standards

All employees must comply with the council's 'Behaviours Framework' and its corporate policies including HR policies and procedures, ICT Acceptable Use Policy, Health and Safety policies and Data Protection.

PERSON SPECIFICATION

Section G: Knowledge, Experience & Technical Competencies

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Knowledge of Housing Grants Construction and Regeneration Act 1996 and Regulatory Reform Order 2002 – mandatory and discretionary grant aid	(D)esirable	AIT
Knowledge of the Disabled Facility Grant process	(D)esirable	AIT
Knowledge of Microsoft applications	(D)esirable	AI
Knowledge of Uniform and Idox systems	(D)esirable	AI
Experience of lone working	(D)esirable	AIT
Ability to deal confidently with elderly, vulnerable and disabled residents in their homes	(E)ssential	AIT

Section H: Qualifications and Training

Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Knowledge of building construction and home adaptations for disabled persons	(D)esirable	AIT
Knowledge of government benefits	(D)esirable	AIT
Knowledge and use of UNIFORM and IDOX systems	(D)esirable	AIT
Ability to use Microsoft Word and Outlook	(E)ssential	AIT
Knowledge of how to use the RENOVATE financial assessment system	(D)esirable	AIT

Section I: Interpersonal & Communication Skills and Core Behaviours

Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Ability to deal with difficult/challenging customers	(E)ssential	AI
Ability to deal confidently with vulnerable persons	(E)ssential	AI
Must be a team player	(E)ssential	AI
Able to work on own initiative and make considered decisions sometimes under pressure	(E)ssential	AIT
Ability to organise and manage workload effectively	(E)ssential	AI
Excellent communication skills both verbally and in writing, for example schedules, emails, letters to residents, and must be able to give clear verbal explanations over the phone or in person	E)ssential	AI
Customer focused always aiming to exceed expectation	E)ssential	AI
Must be aware of and take responsibility for personal safety	(E)ssential	AI

Section J: Physical Skills

Skills, Abilities, Qualities & Attributes	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Keyboard/PC skills	(E)ssential	A
Must be able to drive, have a full driving licence and have a car available for use every day	(E)ssential	AI