**Job Description**

**Adaptations Officer**

**Role Profile** BCP Band G

**Service/Team**

**Reports to** Senior Adaptations Officer

**Responsible for** Overseeing and processing applications for the Disabled Facilities Grant

**Number of posts** 1

**Post number**

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by** ensuring the delivery of the disabled facilities programme meets the needs of residents that require adaptations to enable them to remain in their own homes.

**Job Overview**

Working as part of a team of 4 Adaptations Officers carrying out the operational duties for the delivery of the Council’s disabled facilities grant programme in accordance with the [Housing Grants, Construction and Regeneration Act 1996](https://www.legislation.gov.uk/ukpga/1996/53/contents) and Care Act 2014 and other relevant policy and best practice.

**Key Responsibilities**

* To process and record all Disabled Facilities Grant applications in line with current legislation and the Council’s policies and procedures.
* To carry out visits and support vulnerable clients with the application process
* To process Approvals and Payments of Disabled Facility Grants
* To carry out means tests for grant applications to establish the eligibility of applications, including accurately recording sensitive financial information from grant applicants.
* To be vigilant in the vetting of grant and loan applications with regard to fraudulent practices and to report any such cases to the Senior Adaptations Officer.
* To work in conjunction with the technical team to ensure an efficient delivery of the DFG programme from point of referral to completion of works
* To co-ordinate with Building Control and Land Charges ensuring the necessary building notices have been approved and the correct grant conditions have been logged.
* To monitor and assist the Senior Adaptations Officer with budgets and to assist with any reconciliation between systems.
* To maintain excellent working relationships with staff members across the council, external agencies and organisations, liaising effectively and efficiently to improve service provision to customers.
* To maintain knowledge of relevant legislation and national policy so the best service is delivered to BCP residents
* To have a good working knowledge of relevant systems including MOSAIC, Ferret and Civica Flare to carry out their duties.
* Working jointly with Adult & Children’s Social Care Teams in the delivery of the Disabled Facilities Grant work.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience**

* Experience of working with vulnerable customers
* Experience of working as part of a busy team
* Experience of providing administrative support services
* Experience of working with vulnerable and complex needs clients with the ability to empathise whilst maintaining strict professional boundaries.
* Excellent knowledge of Microsoft Office

**Personal Qualities & Attributes**

* Excellent interpersonal skills when dealing with people at all levels inside and outside the organisation, including the ability to work well with others.
* Ability to communicate clearly and effectively, both verbally and in writing.
* Good numeracy and literary skills
* Ability to plan and prioritise effectively
* Creative and able to work within a Team and using own initiative
* Be well organised in the application of business support systems, apply attention to detail
* Able to analyse financial information, figures and data
* To work under own initiative with minimal supervision
* Awareness and commitment to adhere to the Councils’ values and deliver excellence in service delivery
* Friendly, adaptable, positive approach to work

**Job Requirements**

* Enhanced DBS check
* Must hold a valid UK driving licence with access to own vehicle