

# **London Borough of Bexley**

## **Job Description Questionnaire**

**Management Group: Place**

**Department/Section: Regulatory Services**

**Job title: Project Worker (Advanced Trusted Assessor)**

**Reports to: Grants Manager**

**Post holders name (if applicable):**

### **Purpose of the Job**

To provide a range of housing support services to enable disabled, elderly and vulnerable residents to remain in their homes via disabled facilities grants or home repair grants, and to support clients to secure social housing and other housing options suitable to their needs.

To carry out housing needs assessments for clients and determine, with support from other professionals/services where necessary, how those needs can be met.

The post-holder will need to make their own independent recommendations and decisions on complex cases to determine their eligibility for assistance from the Council for specialist adaptations, repairs and improvements to their homes, or their rehousing needs. The assessment involves both financial (means testing) where applicable and also a physical assessment of what adaptations or home improvements are required, either in regard to their current residences, or their future residence when being rehoused.

The post holder will need to make their own decisions and support others in decision making with often complex cases regarding eligibility, work required, costs and what funding is available.

### **Principle Accountabilities and Responsibilities**

You will be the keyworker and a single point of contact for clients who require a housing needs assessment and to discuss and agree housing options with clients

You will provide assistance and advice with housing options to clients where a home repair, disabled adaptation or equipment is not practicable or who don't want adaptations in their existing home which could support rehousing where appropriate.

You will determine eligibility of clients for assistance from the Council for home repairs, specialist adaptations and equipment in their homes and understand and discuss the available funding options.

You will manage a caseload of clients and be the main point of contact for clients throughout the assessment and delivery of repairs, adaptations, equipment or other support identified as necessary to meet the client's housing needs.

You will help service users to provide all details and proofs necessary for grant, loan or other assistance including help filling in application forms or obtaining proofs.

You will conduct a test of financial resources in accordance with government legislative and Council requirements, checking financial resources (income and savings), confirming property ownership and verifying all other documentation and other proofs necessary for approval and payment of grant/loan or client funded cases.

You will ensure any necessary sign-off from other professionals and regulatory requirements have been met prior to approval of grant/loan or client funded cases or payment of any client or council monies

You will ensure the council's legal services team is in aware of and agrees to any loan funding and that all relevant national and Council guidance is followed.

You will carry out a physical assessment of the client for suitability for standard adaptations and equipment such as stair lifts and wet rooms and where the client's needs are identified as complex, to access specialist guidance/advice and intervention from qualified occupational therapists and/or health/social care professionals within Bexleycare as required.

You will manage the delivery of home repairs, adaptations and equipment identified as necessary for the client from either the postholders own assessment or one made by another recognised health or social care professional such as an Occupational Therapist

You will approve expenditure for repairs, adaptations and improvements to client homes awarded as mandatory and discretionary grants, also as loans to homeowners, to undertake repairs or adaptations to their property.

You will ensure all costs and expenditure represent good value to the Council and the client.

You will arrange for quotes, agreeing prices and overseeing work in relation to certain repairs and standard adaptations such as stair lifts.

To operate a tendering and procurement process for grant/loan eligible work that complies with the Council's financial rules and procedures.

You will contact and liaise with contractors engaged to provide quotations and/or carry out grant/loan works and keep them and the client informed of matters relating to the grant/loan aided work.

You will try and ensure the service user and all other parties involved in the grant/loan are satisfied with the work proposed prior to approval and the work completed prior to payment.

You will identify the need for involvement from other services or agencies and referring on as appropriate

You will record assessments of need in a format agreed by the Council

You will identify, record and complete non-complex care needs assessments as identified during intervention.

*This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.*

## PERSON SPECIFICATION ESSENTIAL DESIRABLE

	Essential	Desirable
<b>Qualifications</b>	Good standard of education, including excellent levels of numeracy and literacy.	
	Ability to become Trusted Assessor Level 4 within 1 year	
	Evidence of continued personal development	
<b>Knowledge</b>	Ability to undertake housing needs assessments and understand the housing options available to clients.	Knowledge of the welfare and benefits system and evidence of signposting individuals to these services.
	Knowledge of major legislative, social and economic issues relevant to the job.	
	Experience of and ability to conduct government prescribed and internally agreed financial means tests.	
	Ability to use electronic document management systems.	
	Relevant technical experience and knowledge relating to housing repair grants and disabled facilities grants.	

	Ability to identify the difference between standard adaptations / equipment / repairs and complex adaptations / equipment / repairs.	
	Ability to undertake a physical assessment of clients to assess suitability for standard adaptations and equipment.	
	Ability to use Uniform and/or Liquid Logic case management software.	
	Ability to run Microsoft Access monitoring reports.	
	Ability to develop a full understanding of the funding options available to clients.	
	Ability to arrange DFG and home repair grant funding and equity release loans.	
	Ability to liaise with contractors to obtain quotes and deliver adaptations.	
	Ability to liaise with legal and financial institutions in relation to loans.	
	An understanding of the needs of older people and/or people with disabilities.	
<b>Experience</b>	Experience in managing a multi case workload.	Experience with assessing and approving expenditure for adaptations and improvements to client homes.
	Experience of working in a multi-agency environment to deliver services to people with social care needs.	Experience of administering grants including ensuring all statutory and regulatory requirements are met prior to approval or payment

	Experience managing the delivery of repairs, adaptations and equipment.	
	Relevant recent experience of working with people with social care needs in a community setting (e.g. learning disability, physical disability, mental health, older persons and end of life/palliative care).	
<b>Aptitude &amp; Skills</b>	Ability to manage and lead a team effectively ensuring team members are performance driven and able to meet targets and outcomes in accordance with organisational requirements	
	Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level	
	Ability to produce sound evidence-based strategies within the team	
	Customer orientated in the delivery of the housing service and the ability to be pro-active and go the “extra mile”	
	Ability to develop and maintain effective partnerships with a wide range of stakeholders as well as communicate ideas and issues effectively to several stakeholders in a range of circumstances.	

### **Expected Behaviours & Values**

Organised, motivated, committed and target driven.

Be able to set and maintain the highest standards within the team, to build professional relationships with team members, customers, colleagues and other external contacts.

Flexible and proactive with a open-minded approach to developing services and sustain relationships with landlords and letting agents. Implementing creative solutions and leading on landlord shows and advertising schemes to increase the team portfolio.

Seek, encourage and recognise ideas, initiatives and improvements to deliver better services, actively implement these initiatives.

Lead from the front, ensuring transparency and communicating in a straightforward open way, including any investigation relating to staff discipline and liaising with HR and upper management.

Build a strong network of collaborative relationships internally and externally.

Take quick confident decisions, to move things forward to meet organisation goals.

Make strong, timely decisions in a fast-moving environment.

### **Equal Opportunities**

Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities

### **Training**

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professionalism

You will assist and oversee colleagues with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.

### **Car and Driving License**

Full clean driving license needed as this post will be required to travel around the borough and undertake visits.