

JOB DESCRIPTION

Job Title	Aids and Adaptations Team Leader
Position Number(s)	TBC
Department	Housing Management
Section or Service	Supported Housing
Salary	£34,300 - £46,300
Hours	36 hours per week – Monday to Friday

DESIGNATION:

Responsible to:	Head of Supported Housing
Employees directly supervised (if applicable):	<ul style="list-style-type: none"> • Aids and Adaptations Senior Building Surveyor • Adaptations Grant Officer • Adaptations Caseworker/Communications Officer • Admin Officer

1. JOB PURPOSE:

- To oversee the provision of an excellent aids and adaptations service from inception to completion, enabling older and vulnerable people to maintain independence in their homes
- Ensure a full surveying service is provided for all major adaptations and other grant programmes relevant to the Adaptations team
- Ensure that there is an effective Occupational Therapy service in place to support service delivery
- Drive improvements to the aids and adaptations service, ensuring that residents are at the heart of everything we do and their feedback is used to influence change
- Act as champion for improving the security and comfort of residents in their homes by the continuous promotion of the aids and adaptations service
- Act as Subject Matter Expert for areas of responsibility, ensuring that all legislative and regulatory requirements are met

2. DESCRIPTION OF DUTIES:

Service delivery

- Ensure that the aids and adaptations service is promoted to all residents, key stakeholders and Housing Management colleagues, to ensure the availability of information on accessing the service and the support available
- Set up systems for processing aid and adaptations/grant applications and occupational therapist reports, ensuring that any planning applications are sought at the right time
- Oversee applications for Disabled Facilities Grants, ensuring appropriate support and guidance is provided to applicants to meet their individual needs
- Develop a suite of performance measures to monitor and measure service delivery, including customer satisfaction with the service, and produce regular reports for management
- Build positive working relationships with other registered providers to identify/share best practice, as well as key internal and external stakeholders to ensure delivery of an excellent service with good take up i.e. Neighbourhood Management, Repairs
- Develop a communications strategy to promote the work of the Adaptations Team and the service available i.e. through Housing Matters, the Council's website, resident meetings

Contract administration

- Ensure the Adaptations Team carries out the surveying function as required to support the provision of aids and adaptations in Council and private sector properties
- Oversee the work of the surveyors and 3rd party contractors to ensure effective delivery of works/projects, implementing a process of inspections to monitor quality and outcomes
- Ensure compliance with the Council's procurement processes, including the preparation of contract documents and the selection/appointment of contractors
- Work with colleagues to consider and set up any servicing/maintenance contracts required on completion of the works to provide a seamless service

- Following completion of works, ensure the aids and adaptations database is updated with the works carried out and any arrangements in place for maintaining/servicing the equipment

Financial/budgetary control

- Oversee the processing of funding applications for grants and draw-downs from the HRA budget
- Ensure the provision of sound funding advice to customers, including applications for privately funded works
- Manage the aids and adaptations budget, ensuring value for money is considered and achieved i.e. recycling of existing equipment
- Be responsible for overseeing/managing all budgets linked to the post

Cross-cutting

- Represent Housing Management at external forums and service improvement clubs linked to the aids and adaptations service
- Provide leadership and guidance to the Adaptations Team, providing positive challenge, support and coaching
- Keep up to date with all best practice, policy and legislative changes that affect delivery of the aids and adaptations service, disseminating information as required and ensuring the changes are reflected within policy and the work of the team
- Keep the Head of Supported Housing updated on all issues affecting service delivery, actual/potential risks and the performance of the 3rd parties working on the Council's behalf
- Provide support, education and training to build awareness within Housing Management of the aids and adaptations service
- Contribute and adhere to the Council's financial regulations, standing orders, policies and procedures, i.e. Health & Safety, Confidentiality, Equal Opportunities, Data Protection, Customer Care and Code of Conduct.
- Have a flexible approach and a willingness to travel to other offices as required
- There may be a requirement to attend meetings outside the normal working day for which sufficient notice will be given

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Aids and Adaptations Manager (OT)
-------------------	-----------------------------------

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Essential qualifications/knowledge and experience: <ul style="list-style-type: none"> • Experience of aids and adaptations • Experience and understanding of occupational therapy services in delivering an aids and adaptations service • Experience of working with contractors • Experience of staff supervision and working in a customer-facing role • Excellent communication skills, including the use of Excel and Word to compile reports for different audiences • Ability to give/receive feedback in a constructive manner. • Negotiation and influencing skills, with experience of resolving service-user issues • Ability to analyse data to identify trends and priorities • Motivational and willingness to help the team deliver its objectives • An understanding of the principles of continuous improvement • Organised and methodical approach to workload and meticulous record keeping • A self-starter with the ability to meet deadlines and deliver projects on time • Confidently able to provide advice to officers at all levels across Housing

	<p>Management</p> <ul style="list-style-type: none"> • Able to maintain a high level of confidentiality and discretion, and deal with information requests with tact and understanding • Excellent written communication skills, including report writing • Proficient in MS packages e.g. Word, Excel, Outlook, PowerPoint and SharePoint
--	---

OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
<p>PUTTING COMMUNITIES FIRST</p> <p>We put local people at the heart of decision making in everything we do.</p> <p>We seek to include and involve: all voices matter.</p> <p>We provide quality services that are responsive, effective and efficient</p>	<ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others 	<ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
<p>RESPECT</p> <p>We listen to everyone and value the personal experiences of people in our communities and of each other</p> <p>We adopt a fair, and involving approach regardless of any way in which an individual is different to us</p>	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs 	<ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly
<p>INTEGRITY</p> <p>We act with openness, honesty, compassion, responsibility and humility.</p> <p>We let people know what we are doing and communicate why and how decisions have been made.</p>	<ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome 	<ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued
<p>WORKING TOGETHER</p> <p>We work together and in partnership with everyone that has an impact on the lives of our residents.</p> <p>We want to understand, learn from each other and continually adapt</p>	<ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice 	<ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas