



ADUR & WORTHING
COUNCILS

Job Description

Authority:	Adur & Worthing Councils
Service Block:	Housing
Section:	Adur & Worthing Home Improvement Assistance
Post Title:	Home Improvement Officer
Post Number:	
Accountable to:	Private Sector Housing Manager Home Improvement Team Leader
Management responsibility for:	N/A
Authority to liaise with:	Officers from other departments of the Council, other local authorities, external agencies.
Meetings attended on a regular basis:	Group meetings, WSCC Occupational Therapy Service
Work Style	Flexible

Principal purpose of job (role summary)

1. To work within the front line team of the Home Improvement Assistance service providing advice and assistance to older, disabled and low income homeowners and private tenants across Adur and Worthing.
2. To assist the Home Improvement Team Leader in ensuring good customer service and complying with relevant service standards.

Main duties, tasks and responsibilities of post holder

1. To contribute to the efficient and effective delivery of the Councils' Home Improvement Assistance Service as an integral part of a team directed by the Home Improvement Team Leader (HITL)
2. To give advice of a general and particular nature to vulnerable and other appropriate residents who are experiencing difficulties in maintaining their homes or whose homes no longer meet their individual housing needs.
3. In conjunction with the HITL (where appropriate) to ensure that any guidance provided is legal, accurate and in response to the expressed needs and aspirations of the client.
4. To keep abreast of any relevant changes in legislation, policy or practice that may affect provision of service and local arrangements and procedures.
5. To ensure that effective liaison is maintained with other relevant officers of the Council, in particular with PSH and Grants staff referring issues to HITL where clarification or authorisation is required.
6. To liaise with the Grant Officer to maintain mutual cover for the roles of the respective posts.
7. To liaise with external agencies involved in with the Service i.e. the Pensions Service, Occupational Therapy team, Social Workers and voluntary organisations where appropriate.
8. To maintain, along with the other Home Improvement staff, an up-to-date bank of information on all aspects of individual cases.
9. To complete grant applications with clients ensuring all data is correct and complete for Grant purposes
10. To maintain accurate and detailed records of interviews and work undertaken, providing statistics as required.
11. To liaise closely with the other Home Improvement staff over individual cases and works in progress.
12. In conjunction with the other Home Improvement staff to ensure the completion of statistical returns to Foundations and for the internal purposes and to maintain a computerised database.
13. To promote the Home Improvement Assistance Service by increasing public awareness and awareness amongst community and voluntary groups.
14. To assist clients in applying for Welfare and Disability Benefits by referral.

- 15.** To assist clients where requested to seek alternative funding from charities and other organisations by submitting applications on their behalf
- 16.** In conjunction with the other Home Improvement staff administer and promote the SAFE (Security Action for Everyone) scheme and the Handyperson scheme including liaison with individual contractors and clients.
- 17.** Attend team meetings
- 18.** Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities
- 19.** Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
- 20.** Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
- 21.** Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.