

## JOB DESCRIPTION

<b>Post Title:</b> Technical Officer	<b>Director/Service/Sector</b> Adult Social Care/Home Improvement Services		<b>Office Use</b>
<b>Grade:</b> 6	<b>Workplace:</b> Foundry House		JE ref: 3251 HRMS ref:
<b>Responsible to:</b> Team Manager – Home Improvement Services	<b>Date:</b> March 2016	<b>Manager Level:</b>	
<p><b>Job Purpose:</b> To advise and assist elderly and disabled service users and families of disabled children to undertake improvements and adaptations to their homes with specific responsibility for giving technical support.          Responsibility for management of projects to ensure safety of contractors and service users where construction is underway:          To provide professional and technical support on all related issues.          To maintain knowledge of advances in best practice and ensure these are reflected in service delivery.          To provide services within allocated resources, in accordance with Council policies and departmental procedures</p>			
<b>Resources</b>	Staff	Training staff that may be assigned to the post holder. No direct staff responsibility	
	Finance	Responsible for ensuring value for money is received as part of the 1.48 million Disabled Facilities Grant budget. No direct financial responsibility	
	Physical	Daily use of computer equipment using more than 1 screen at a time. Use of handheld devices which require intense periods of concentrations, hand-eye coordination and manual dexterity to ensure accuracy of data input. Databases such as Autocad which is used to draw technical plans which requires accuracy and speed to complete the surveys and Case Manager for accurate recording of data Frequently driving alone on a daily basis, at times, in isolated places and /or inclement weather. Regularly visiting sites with the need to walk over rough, uneven ground. Frequently dealing with sensitive and complex situations	
	Clients	Service users and families of disabled children who have been assessed as needing adaptations to their homes. Frequently (daily) contact with irate and distressed service users and/or family members placing emotional demands on post holder Contractors on construction sites. Shared responsibility for the general satisfaction of those who use the service and the safety of the general public when in and around buildings. Assist with the application of building control policies, procedures and services.	
<p><b>Duties and key result areas:</b></p> <ul style="list-style-type: none"> <li>● To visit elderly, disabled service users and families of disabled children to identify the most appropriate and cost effective solutions for meeting a client's assessed clinical requirements and adaptations needs. This will include for example by provision of an extension; existing dwelling/garage conversion; through floor lift provision; and creation of suitable property access.</li> <li>● Provide frequent technical advice in relation to repairs or adaptations to service users homes and discuss alternative solutions</li> <li>● To carry out Measured, Defect, Condition, Decent Homes Surveys and Housing Health and Safety Rating System (HHSRS)</li> <li>● Frequent preparation of schedules of works which requires intense periods of concentration</li> <li>● Preparation of specification drawings for adaptations to be used by contractors, using autocad database</li> <li>● Manage and monitor database for past and current adaptation designs which correspond with DFG applications</li> <li>● Prepare schedules of defects, tender documents and specifications for works and recommend priorities.</li> <li>● Prepare preliminary estimates for prospective work</li> <li>● Frequently seek and evaluate tenders ensuring correct procedures are followed and value for money is achieved</li> <li>● Advise Team Manager on any technical aspects related to diagnosing property defects, specifying repairs and organising improvements and adaptations.</li> </ul>			

- Liaise with statutory and voluntary agencies and to advise on the technical aspects relating to works
- Be responsible for the selection and monitoring of contractors, including the appointment of specialist consultants
- Regularly provide verbal and written summaries of work and reports to the Team Manager and statutory bodies.
- To maintain a list of Approved Contractors in accordance with documented procedures.
- Key officer for supervision and delivery of contracts on site.
- Responsible for Site Management
- Budget Management, appropriate expenditure of the public money under the council, ensuring value for money has been achieved
- Be responsible for the performance of contractors and consultants by undertaking appropriate inspections, surveys and/or meetings to ensure quality control is achieved and contractual procedures are followed, taking responsibility for pursuance of contractors and ensuring appropriate remedial action is taken by them, where required.
- Operate with delegated authority and to agree expenditure limits on approved unforeseen works.
- Regularly monitoring of contractors to ensure they adhere to Health and Safety Regulations.
- Ensure all service delivery to tenants and residents is carried out in accordance with the necessary and relevant codes of practice and legislation.
- Have an awareness of the roles of the members of the Home Improvement team and be prepared to assist in these roles should the need arise.
- Establish a good working relationship with other local authorities, housing, health services and voluntary groups who are in contact with the service user group
- Provide informed housing advice to service users in any housing tenure who make enquiries to the service.
- To provide necessary information to the Team Manager to support with the monitoring of the services performance.
- Provide Team Manager with weekly case progress reports..
- Carry out other specific tasks that may reasonably be required from time to time by the Team Manager in furthering the development of the service.
- Report any adult or children safeguarding concerns and referring on to the appropriate professionals/departments

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

**Work Arrangements**

<p>Transport requirements:</p> <p>Working patterns:</p> <p>Working conditions:</p>	<p>Frequent driving in own transport to and from service users homes. Hold a full and valid UK driving license. Able to meet the transport requirements of the post.</p> <p>Monday to Friday, flexi-hours</p> <p>Work between open plan office base and service users homes. Frequent (daily) contact with irate and distressed service users and/or family members which can place emotional demands on the post holder.</p> <p>Lone working requires concentration and awareness to ensure own health and safety. May work in unpleasant and unhygienic conditions. Frequent working outdoors</p>
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**PERSON SPECIFICATION**

<b>Post Title:</b> Technical Officer	<b>Director/Service/Sector:</b> Adult Social Care/Home Improvement Service	Ref:3251
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>● Qualification - minimum HNC in Building Related Discipline</li> <li>● Sound knowledge of current planning and building legislation, construction industry guidelines including gas and electric installers codes of practice</li> <li>● Knowledge of the Disabled Facilities Grant</li> <li>● Understand legislation and policy relating to Decent Homes and adaptations</li> <li>● Basic awareness of the Mental Capacity Act and how to apply this when discussing contracts and adaptations to a client's property</li> <li>● Excellent communication skills</li> <li>● Competent in using a variety of Information Technology applications, including AutoCad</li> <li>● Willing to undertake appropriate training</li> <li>● Adult and children safeguarding awareness and a full understanding of the duties and responsibility to refer any concerns to the appropriate professionals/department</li> </ul>	<ul style="list-style-type: none"> <li>● Degree or HND in a Building Related Discipline</li> <li>● Knowledge of Local Property Market</li> <li>● Knowledge of Regional Financial Assistance Scheme</li> <li>● Housing and Regeneration Act 2008</li> <li>● Housing Grant, Construction and Regeneration Act 1996</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Experience of providing the full range of professional advice on a variety of property related matters</li> <li>● Experience in engaging effectively and working in partnership with external contractors</li> <li>● Experience of working with outside agencies and health and social care professionals</li> <li>● Experience of report writing</li> <li>● Evidence of experience working with elderly/disabled people</li> <li>● Evidence of ability to work with families of disabled children</li> <li>● Experience of dealing with the public by telephone and face to face</li> <li>● Proven experience in verbal and written communication</li> <li>● Ability to deal sympathetically and effectively with service users and/or their families/carers</li> <li>● Ability to deal with difficult, emotional and demanding situations</li> <li>● Experience in measured surveys which requires accurate measurement of the internal and external of properties</li> <li>● Proven experience in project management</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of using case manager</li> <li>● Experience of undertaking Decent Homes Surveys</li> <li>● Experience in identifying defects in older properties</li> <li>● Experience of undertaken HHSRS</li> <li>● Experience of undertaken Defect Surveys</li> <li>● Experience of undertaken Condition Surveys</li> <li>● Budget Management</li> </ul>	
<b>Skills and competencies</b>		

<ul style="list-style-type: none"> <li>● Excellent communication and interpersonal skills which are required when working with contractors and service users and families/carers</li> <li>● Excellent written skills</li> <li>● Excellent analytical skills, sound judgement with the ability to be objective</li> <li>● Excellent negotiation skills to achieve value for money as well as ensuring the best quality of work is provided</li> <li>● Planning timescales including issues that can span over several months</li> <li>● Ability to work to deadlines</li> <li>● Ability to work as part of a team</li> <li>● Ability to work on own initiative</li> <li>● Organise own workload</li> <li>● Ability to use mobile technology on a daily basis and at each visit if required</li> <li>● Good problem solving skills</li> <li>● Understanding of adaptations</li> <li>● Self motivated, enthusiastic and committed</li> <li>● Flexible attitude to work</li> <li>● Organisational and time management skills</li> <li>● Diplomacy, tact, influencing and negotiation skills</li> <li>● Strong customer focus with proven skills in exchanging complex information with service users who may have complex needs</li> <li>● Ability to meet deadlines, manage heavy workload and to work under pressure</li> </ul>		
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**Physical, mental and emotional demands**

<ul style="list-style-type: none"> <li>● Dexterity, coordination and sensory skills to achieve high degree of keyboard accuracy</li> <li>● Frequently driving for long period of time alone on a daily basis, at times, in isolated places and /or inclement weather.</li> <li>● Lone working for prolonged periods of time</li> <li>● Prolonged periods of time spent sitting at a work station requiring periods of intense enhanced mental concentration.</li> <li>● Site visits with the need to walk over rough ground.</li> <li>● Ability to work calmly and accurately under pressure</li> <li>● Ability to work under pressure and balance competing demands when meeting deadlines</li> <li>● Some contact with irate and distressed service users and/or families</li> <li>● Ability to work in and deal with sensitive and complex situations</li> <li>● Understand the need for confidentiality</li> <li>● Service user orientated</li> <li>● Proactive to person centred care</li> </ul>	<ul style="list-style-type: none"> <li>● Ability and willingness to take on any role of a team member to meet service need</li> </ul>	
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Other		
<ul style="list-style-type: none"><li>• Must be able to meet the travel requirements for the post</li><li>• Hold a full and valid UK driving licence</li></ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits