

## JOB DESCRIPTION

JOB DETAILS	
<b>Post title:</b>	<b>Disabled Facilities Grant Support Officer</b>
<b>Post grade:</b>	<b>D</b>
<b>Post number:</b>	
<b>Directorate:</b>	<b>Community Services</b>
<b>Section:</b>	<b>Environmental Health</b>
<b>Reporting to:</b>	<b>Principal Environmental Health Officer</b>
<b>Line manager:</b>	<b>No</b>
<b>Date updated:</b>	<b>March 2025</b>

MAIN PURPOSE OF JOB
<p>The main purpose of the role is to support vulnerable clients through the process of applying for a Disabled Facilities grant. The post holder will be working with Environmental Health Officers and Grants Officers in the busy Private Sector Housing Team, to ensure the timely delivery of Disabled Facilities Grant adaptations. This will involve visiting clients in their homes, and assisting them throughout the application process, including submitting appropriate documentation. The post holder will liaise with officers and other agencies to assist in the timely processing of applications and provide assistance as required.</p>

SPECIFIC DUTIES
<ul style="list-style-type: none"> <li>• To work within the Council's Disabled Facilities Grants guidelines and procedures.</li> <li>• Advise clients of the financial help available through a Disabled Facilities Grant and make an initial judgement as to the aid to which they are entitled.</li> <li>• Visit clients in their own homes, and use acquired knowledge and judgement to provide advice and information, in a format understood by the recipient.</li> <li>• Carry out Preliminary means test as appropriate using the Ferret Means Testing Assessment Tool</li> <li>• Identify other areas of help which may be needed by, or are available to, the client such as re-housing, home care and lifeline and signposting to those services.</li> <li>• Ensure that the client understands and is kept informed of all the procedures and practices involved with their particular circumstances maintaining regular contact with them at each stage as the case progresses.</li> <li>• Use own initiative to resolve problems or complaints raised by the client in respect of their grant application.</li> <li>• Establish and maintain a good professional working relationship with all relevant other departments and other agencies.</li> <li>• Work with colleagues to maintain and implement the Council's case review system and maintain accurate case records.</li> <li>• Take responsibility for maintaining and completing the County Council Disabled Facilities Grant monitoring system, and report to Principal EHO and Manager quarterly.</li> <li>• Work co-operatively and enable other members of the team to work to the best of their ability.</li> <li>• Demonstrate continually developing knowledge and skills by keeping up to date with developments in Disabled Facilities Grants legislation and best practices.</li> </ul>

## ORGANISATIONAL CHART



## KEY WORKING RELATIONSHIPS

- Internally-Principal Environmental Health Officer, Environmental Health Officer, Community and Business Liaison Officer. Finance team. Members of the Council
- Externally- Vulnerable Clients, Occupational Therapists, Agents, Contractors. Members and staff of other local authorities/partner agencies

## RESOURCES

No Budget responsibilities.

Responsible for requesting, recording and handling major information relating to highly sensitive personal financial and health data from the service user.

## PHYSICAL DEMANDS

The work will require some lone working and the occasional physical activity such as accessing loft spaces, basements and climbing ladders.

## MENTAL DEMANDS

Dealing with sensitive, financial and medical information.

Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organization's policy

## WORKING ENVIRONMENT

Minimum 2 days a week working in the office, and some home working. Visiting vulnerable adults in their home environment.

## ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

## HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

## PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Educational attainments to A-level or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
Educated to GCSE Level or equivalent (including Maths and English to Grade C/ level 4 or above or equivalent)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Experience of working in an environment requiring interaction with the public.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Maintaining paper and electronic filing systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Experience of working with vulnerable and older clients with disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Experience of offering Advocacy and Advice with regards to problem solving issues within the Health and Welfare sector	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form and Interview

we are **Open and Honest**

we are **Respectful**

we are **Inclusive**

<b>SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Ability to effectively research a subject and present findings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Ability to follow instructions and procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Proficient in the use of IT including competency at using MS word and excel.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Excellent communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Understanding of the Benefits System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form and Interview
<b>BEHAVIOURS / ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Committed to undertaking further training to develop appropriate skills and knowledge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Self-motivated and willing to use own initiative.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Can demonstrate empathy towards people with disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Committed to working for an employer that values diversity and equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview
Full UK driving license	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form and Interview