 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b>  <b>Community Svs, Environment and Culture</b>		<b>Service Area:</b>  <b>Construction Facility Services</b>
<b>JOB TITLE: HIA - Needs, Advice and Support Officer</b>		
<b>GRADE: H</b>		
<b>REPORTING TO: HIA Senior Officer</b>		
<b>1.</b>	<b>JOB SUMMARY:</b>  To assist the HIA Senior Officer for the effective and professional delivery of the needs, advice and support requirements of the HIA service. You will engage proactively with clients to assist them retain their independence their own home in a warm, safe and secure environment. This can include assisting client access relevant support / charity agencies, applying for relevant grant funds or providing general advice and guidance on construction works and energy efficiency. You will work closely with other departments, agencies and charities to forge strong professional relationships and enhance the service provision where possible. You will engage with clients with dignity and respect ensuring that customer service excellence is achieved in all our interactions.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
1	Provide advice, guidance and support for clients accessing the service. This can be through coordination of applications for grant / benefits or referrals to other agencies. The aim is to ensure the needs and choices of clients are met in a efficient, caring and accessible way.	
2	Assess the client's financial position to identify available grants, benefits or other funding options, and to maximise customer incomes.	
3	Provide advice and guidance on how to find reliable and trusted contractors	
4	Signpost clients who require home safety assessments to appropriate services and assisting them in their applications where required	
5	Identify appropriate work through referrals for the HIA service to undertake to meet its obligations	
6	To undertake vehicle checks and reporting any faults, damage or incidents to the fleet department	
7	Liaise with statutory and voluntary agencies to promote the service to encourage customer referrals	
8	To collate KPIs and provide to the Senior HIA Officer on a monthly basis	
9	To undertake additional technical training as may be required to ensure compliance with current and new legislation and to ensure that your own skillsets are updated to respond to requirements of the service	
10	To ensure standard documentation is completed accurately and promptly	
11	To comply with all Health, Safety & Wellbeing standards and promote a safe working environment	
12	To embrace and support Stockton Borough Council's culture by demonstrating the required customer service ethos, work ethic and high standards of work that the Council expect.	
13	To undertake such other duties and responsible as required with the grading and nature of the post	

14	To be aware of and adhere to all council financial, legal and administrative policies and procedures		
<b>3. GENERAL</b> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p><b>Workforce Culture and supporting behaviours and Code of Conduct</b> – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p><b>Shaping a Brighter Future</b> – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.</p> <p><b>Personal Development</b> – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p><b>Customer Services</b> – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the high standards required by Stockton on Tees Borough Council.</p> <p><b>Policies and Procedures</b> – The post holder is required to familiarise and adhere to all Council Policies and Procedures.</p> <p><b>Health and Safety</b> – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p><b>Safeguarding</b> – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy.</p>			
	Name:	Signature:	Date
Job Description written by: (Manager)	Chris Donnison		
Job Description agreed by: (Post holder)	.....	.....	.....

**Job Description dated: 20/06/22**




## PERSON SPECIFICATION

Job Title/Grade	<b>Needs Advice and Support Officer</b>	Pending H
Directorate / Service Area	<b>Community Svs, Environment and Culture</b>	Construction Facility Services, HVE
Post Ref:	POS012012	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>• Good standard of general education. Minimum level C in GCSE's in maths and English.</li> <li>• Driving Licence</li> <li>• Trusted Assessor Level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised ICT qualification</li> <li>• MS Excel</li> </ul>	Application form
Experience	<ul style="list-style-type: none"> <li>• Working in a service-based organisation dealing with the public</li> <li>• Record keeping, information management</li> <li>• GDPR</li> <li>• Problem solving in a customer facing environment</li> <li>• Basic understanding of construction and disrepair</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working for a housing association or other public sector organisation</li> <li>• Working with vulnerable people</li> <li>• Benefits and Welfare Rights advice</li> <li>• Energy Efficiency advice</li> <li>• Building Repairs and Adaptations</li> </ul>	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> <li>• Ability to prioritise own workload against objectives and deadlines</li> <li>• Use of MS Excel &amp; Work</li> </ul>		Application / Interview

	<ul style="list-style-type: none"><li>• Ability to make clear written or oral reports</li></ul>		
Specific behaviours relevant to the post	<ul style="list-style-type: none"><li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li><li>• An awareness of the importance of personal development and shared learning/support in the organisation</li><li>• The ability to contribute to a shared objective when delivering a customer focused front line service</li><li>• The candidate is expected to demonstrate a positive and enthusiastic attitude when delivering services</li><li>• To be able to demonstrate personal initiative in order to find innovative solutions</li><li>• Ability to work part of a team or on their own initiative when required</li><li>• Ability to work to tight deadlines</li></ul>	<ul style="list-style-type: none"><li>• To be able to work flexibly were necessary including weekend work.</li></ul>	Application / Interview
Other requirements			

**Person Specification dated: 20/06/22**

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>KNOWN RISKS FOR THIS ROLE</b>
<b>DIRECTORATE:</b> <b>Community Svs, Environment and Culture</b>	<b>SERVICE AREA:</b> <b>Construction &amp; Facility Services</b>
<b>JOB TITLE: Needs Advice and Support Officer</b>	
<b>GRADE: H</b>	
<b>REPORTING TO: HIA Senior Officer</b>	

**The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.**

Known Risk	Yes/ No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	No
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear hearing protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Prolonged or frequent exposed to hazardous substances such as machine generated wood dust, other heavy or excessive concentrations of mineral dust, solder flux or tar.	No
Potential exposure to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Food handling and preparation	No
Will require a health assessment for regular night working	No
Will be using Display Screen Equipment	Yes
Other known risks – please detail	No
No known risks associated with this role	N/A

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager:

Date: