



Job Description

Job Title:	Support Officer
Grade:	Grade 4
Section:	Care and Health
Reports to:	Senior Administration Officer
Responsible for:	None

The Job

Is to:

- assist in the delivery of a comprehensive administrative service within the Adaptations and Wellbeing Team.

The Bigger Picture

You will:

- assist the Adaptations and Wellbeing Manager in line with policies and procedures of the organisation and established good practice;
- maintain accurate records including budgetary information and customer records;
- process job orders;
- assist in the implementation of appropriate changes in policies and procedures within the service to promote good practice;
- participate in the supervision and appraisal process, and any identified training needs;
- assist in the training and development of new employees to the team;
- deputise in the absence of the Senior Administration Officer as and when required; and
- carry out any other duties that are appropriate to the grade and overall purpose of the job.

Day to Day

You will:

- triage all adaptation enquires and medical rehousing referrals at first point of contact from multiple agencies, tenants and their representatives;
- establish the nature of enquiries and take appropriate action;
- sign-post customers to relevant agencies,
- raising relevant adaptation work orders for minor and major adaptations;
- take comprehensive messages for colleagues in line with customer care standards of practice, offering advice and reassurance where appropriate;

- deal with enquiries from vulnerable customers, ensuring that information is delivered in line with WDH standards and values;
- process requests for health and medical re-housing application forms;
- schedule Health and Medical Rehousing Panel meetings;
- prepare cases ahead of weekly Health and Medical Rehousing Panel meeting and take minutes taking;
- ensure waiting lists are maintained and accurate;
- schedule assessment appointments for the Occupational Therapists;
- record all requests for void or accompanied viewings and distribute these to Occupational Therapists in a timely manner;
- record and process all requests for owners consent for approval by the Adaptations and Wellbeing Manager. Return all processed requests back to the referrer;
- undertake administrative functions including digital filing, photocopying, collating and accurately storing information;
- deal appropriately with complaints relating to the service in accordance with WDH complaints procedure and assist in the investigation of complaints and the development of an appropriate response;
- promote health and safety awareness and ensure a safe working environment at all times in line with health and safety legislation; and
- create and maintain personal records for all customers and ensure these remain confidential at all times in line with GDPR.

Personal Contacts:

Internal: All WDH employees

External: Tenants and carers, professionals in Wakefield Council's Adaptations Team, professionals within the Health Trusts and Social Services and Health, non-statutory agencies including specialists companies and private contractors, councillors

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications & Training			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Determination			
Relevant experience in an appropriate office administration or housing related field	✓		AF/I
Able to solve problems efficiently using own initiative.	✓		AF/I
Good time management and organisational skills	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-oriented culture.	✓		AF/I
Have effective negotiation and motivation skills.	✓		AF/I
Evidence of achieving performance targets	✓		AF/I
Decisive analytical and interpretation skills		✓	AF/I
Nous			
To be able to use PC applications including Excel, Word and Outlook.	✓		AF/I
Demonstrate an understanding of data protection, appropriate legislation, policies and procedures for the delivery of the housing service	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery	✓		AF/I
Clear verbal and written skills.	✓		AF/I
Administration experience	✓		AF/I
An understanding of the methods of engaging with stakeholders and promoting tenant involvement at all times		✓	AF/I
Demonstrate an understanding of specific performance indicators in relation to health and wellbeing.		✓	AF/I

Attitude			
Evidence of effective communications with stakeholders and managers	✓		AF/I
Have effective communication and negotiation skills, being able to deal with difficult and challenging circumstances	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture	✓		AF/I
The ability to provide excellent customer service at the first point of contact	✓		AF/I
To work as part of a multi-disciplinary team.	✓		AF/I

Additional Requirements of the Job			
The post holder may be required to work outside normal office hours on occasion.		✓	I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification