

JOB DESCRIPTION

JOB TITLE:	Occupational Therapist
RESPONSIBLE TO:	Head of Property
RESPONSIBLE FOR:	None
DEPARTEMENT/ SECTION:	Property & Development Directorate
SALARY (£):	Grade 11

<p>MAIN PURPOSE OF THE JOB</p> <ul style="list-style-type: none"> • To provide an Occupational Therapist Support to the Asset & Investment Directorate with key responsibilities for the following areas: <ul style="list-style-type: none"> ○ Provide support to tenants during the adaptation process ○ Carry out Assessment of needs for the residents ○ To be an active member of the Adaptations Panel ○ Health, Safety, Quality and Environment (HSQE) policy and procedures for your work base ○ Providing technical advice to the team ○ Assist in the management of the adaptations budget • To provide support of an adaptation service to enable our tenants to live independently in their own homes for as long as possible. • To ensure that resources available to provide adaptations are prioritised to maximise the benefits to our tenants, and to provide adaptations that are appropriate to our tenants and the homes that they live in. • To be responsible for working across all Adra housing stock to support staff with issues associate with residents and their ability to perform tasks in their daily living. • To carry out assessments of need and provide appropriate recommendations for adaptations relating to Welsh Housing Quality standards work for Adra Tenants including children, adults and older adults with physical and/or learning disabilities. • To be an active member of the Adaptations panel and to work within the guidance of our Adaptations Policy. • To work with the residents to jointly assess their needs and identify options for meeting those needs. To collaborate with residents to promote their health, wellbeing, independence and reaching their potential whilst respecting personal dignity, rights, values and autonomy.

<p>KEY RESPONSIBILITIES</p> <p>General</p> <ul style="list-style-type: none"> • Deputise for the Adaptations Co-ordinator when required. • Prepare reports, information and statistics on work activity and attend meetings as required. • Ensure that Adra’s equal opportunities policy, health and safety policy and customer service policies are complied with through all procurement activities, and that all work is undertaken in accordance with relevant codes of practice and legislation.
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- Ensure that you work within the parameters of Adra's Health, Safety, Quality and Environment (HSQE) policy and procedures.
- Ensure Best Value is achieved in all aspects of your work.
- To assist in generating programmes of work for each financial year for the Adaptation Schemes.
- To manage and maintain address lists and assist in the allocation to contractors for Adaptation Schemes
- To control the collection of attribute data from contractors to maintain property records in accordance with procedures for the Adaptation Schemes.
- To provide technical support and give advice to other teams to ensure their works are compliant and consistent with Adra Adaptation Policy.
- To assist in the monitor of adaptation work and ensure they meet with legislative and best practice guidance.
- To maintain clear, concise and auditable records of all on site inspections.
- Refer issues of concern to the Adaptations Co-ordinator promptly for resolution.
- Provide on-site recommendations to the Adaptations Co-ordinator as required including ensuring we have cost information for variations to the contracted work.
- Provide general assistance to the Adaptations Co-ordinator in carrying out their duties.
- To Ensure that the Occupational Therapy Service is provided to Adra tenants prior to investment work being carried out to tenants homes in accordance with policies and procedures set by the Adra WHQS/Planned deliver forum and the professional and general standards of the asset management Department.
- Carry out specialist Occupational Therapy assessments, measure the physical, environmental and psychological factors that affect Adra tenants ability to carry out activities of daily living in and around their home. This will be done within the therapists own competence limits and in accordance to the standards set by the College of Occupational Therapists
- Assess needs and requirements of Adra tenants with regards of the need for adaptations relating to WHQS/Planned work such as kitchen and bathroom adaptations.
- To prescribe standard equipment and minor adaptation work and delegate to support staff where appropriate for follow up.
- To carry out detailed functional assessments of daily living skills, identify deficits and make appropriate recommendations to address them.
- To work as a lone practitioner in clients homes under indirect supervision
- Attend meetings that are relevant to the therapists work such as team meetings, therapy meetings and housing meetings to facilitate the sharing of information.
- To carry out Occupational Therapy assessments and recommendations in accordance with strict time scale targets as set out below;
 - Assessments must be carried out within 7 days of request by Liaison Officer.
 - Assessments with full recommendations to be provided to the Adaptations Co-ordinator within 7 days of the assessment being carried out.
 - A site inspection to be carried out during the works.
- To develop skills in the management of prioritising tasks, collaborating with colleagues, coordinating leave and covering for sickness to ensure a fair delivery of service across the area.
- To maintain a portfolio of CPD evidence which demonstrates the development and maintaining of OT skills relevant to the post
- To be familiar with and practice at all times within the relevant national legislation, professional standards of practice and organisational policies and procedures.

- To make recommendations where necessary and apply for funding where appropriate
- To ensure that records are kept and maintained in a way that ensures appropriate levels of sharing and confidentiality.
- To comply with statutory obligations.
- To undertake any other duties of a similar level and responsibility as may be required.
- To assist in the programming of Adaptation Schemes of work with the Adaptations Co-ordinator across the full asset base for Adra.
- To support the delivery team in respect of effectively communicating relevant and pertinent changes to legislation and to reflect any updates to Adra's policies and procedures.
- To ensure that all Adra's Corporate Policies are implemented and promoted within the Asset & Investments Directorate, in particular:
 - Health, Safety, Quality and Environment (HSQE)
 - Equality and Diversity
 - Risk Management
 - Performance Management
 - Data Protection
 - Welsh Language Policy
 - Code of Conduct

Financial Control

- Ensuring that all Adaptation Schemes are delivered within the constraints of Adra's business plan whilst meeting all targets set for customer satisfaction and tenant/leaseholder involvement.
- Assist in the evaluation of data on Adaptations Schemes schemes particularly as regards outcomes, timescales and costs.

Business Development

- To be an exemplary ambassador and represent the Company at all times including any events/meetings.
- To establish and maintain effective, professional relationships with local authority partners, key contractors, and consultants.
- To foster constructive and collaborative working relationships with stakeholders and partner organisations.

Service Delivery

- Ensure that service standards are established and promoted within the Property & Development Directorate.
- In conjunction with the Liaison Officer ensure appropriate and effective methods of consultation with tenants and other stakeholders are used consistently throughout the programme and assist in this consultation process.
- To maximise tenant involvement and to ensure individual resident satisfaction is optimised and to help develop consultation and communication methods which communicate effectively to all tenants, taking account of their diverse backgrounds and to ensure they are put in practice effectively thus ensuring the highest standards of service and tenant satisfaction.
- To act as a point of contact between such Agencies/Tenants, Social Services, Carers and Adra's Asset & Investment Directorate during Adaptation Works.

- To educate and advise clients, families and carers on aspects relevant to the Occupational Therapy.
- To alter and revise planned interventions as a result of changes in individual levels of function or circumstances.
- To demonstrate an awareness of complex issues relating to equality, diversity and individual rights and sensitive information relating to clients. To agree management of such cases in consultation with tenant liaison officer.
- Attend when necessary customer focus groups and liaise with outside agencies.
- To provide a customer focused service at all times.

Risk Management

- Promote a risk awareness culture within the Property team.

Corporate Role

- Effectively manage multiple projects which may include other team members, contractors, consultants, partners and stakeholders.
- To assist in the development and improvement of working methods, systems and procedures to maximise performance and efficiency.
- Responsible for responding to new policy initiatives, as required
- Assist the Adaptations Co-ordinator in responding to Councillors, Tenants, Consultants, Contractors and other departments requests for information

Board of Management/Governance

- Prepare activity, progress and performance reports as required
- Maintain up to date departmental records following completion of works.

Performance & Quality

- To ensure the effective and efficient handling of complaints.
- Utilise and contribute to the development of IT systems to continually improve the performance and efficiency of the service.

Staff Management

- The Post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements and specifically to carry out consultation and representational tasks with residents and other stakeholders, and to provide cover for emergencies.
- To attend mandatory training and participate in staff development courses as appropriate.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION		ESSENTIAL/ DESIRABLE
QUALIFICATIONS		
Qualified Occupational Therapist – Degree or		E
Diploma in Occupational Therapy		E
Registered with the Health Professions Council		D
EXPERIENCE, KNOWLEDGE AND SKILLS		
Experience of working as an Occupational Therapist within a housing related organisation.		E
Ability to carry out assessments, recommendations, and provide written reports/letters.		E
Experience of planning, monitoring and financial management of substantial scale projects.		D
Experience of working with social housing providers		E
Significant experience of dealing with the public in complex and stressful environments either face to face or over the phone		E
Ability to work within set time constraints and to deal with a high volume of work.		E
Experience of dealing with a number of priorities at the same time.		E
Experience of budget monitoring and control		D
The ability to work in accordance with and making decisions within, guidelines and procedures.		E
Able to use Microsoft office suite of software applications to maintain systems and records and produce documentation such as letters, reports, graphs, presentations etc.		E
Experience of Asset Management Software.		D
Level of numerical and verbal skills sufficient for the post		E
Time Management & Organisational Skills		E
Good oral skills to allow effective communication at all levels.		E
Demonstrate good customer service skills.		D
Ability to write good, clear reports on complex and diverse technical matters		E
Willingness to work outside of normal office hours when required		E
Able to attend meetings of Adra and resident organisations.		E

An appreciation and understanding of the current issues facing the social housing sector.	D
OTHER	
Good interpersonal skills and a proven ability to communicate effectively at all levels.	E
Tolerance, tact, diplomacy and respect towards the sensitive nature of the information	E
A collaborative team worker who can build positive relationships and work effectively across boundaries and achieve results through others.	E
Ability to work on own initiative, identifying priorities and setting own targets where necessary.	E
Motivated to provide quality services and to maximise customer satisfaction	E
Willingness to work outside of normal office hours when required	E
In possession of a full driving licence	E
LANGUAGE REQUIREMENTS	
The ability to communicate (speaking and writing) fluently in both Welsh/English	E