

# Adaptations Co-ordinator

## Grade

5

## Contract Type

Regional Worker

Director of Assets & Growth



Commercial Lead



Adaptations Manager



Adaptations Co-ordinator

## Department

Asset Management → Adaptations Service

## Role Overview

Plan, co-ordinate and manage all aspects of minor and major adaptation works across Your Housing Group's properties from enquiry to completion in a timely and efficient manner. Provide a high-level customer liaison service between customers, suppliers, and contractors, before, during and after completion of works.

This post is subject to an Enhanced DBS check

## RESPONSIBILITIES

- Day to day management responsibility for minor and major adaptations.
- Communicate and support customers during the assessment and works processes, assisting with external agencies including Social Services, Probation, Patient Care Technician staff, etc. including site visits to customers home where required.
- Liaise with Local Authorities and other third-party agencies regarding customers and the acquisition of Disabled Facility Grants.
- Present major adaptations recommendations to YHG Adaptations Panel monthly in line with the Adaptations Policy.
- Liaise with other YHG teams to resolve housing issues which may arise, and to support colleagues when dealing with customer welfare situations.

- Process major/ minor adaptation referrals contacting the customer and being the point of contact until completion, ensuring a high level of customer satisfaction is always attained.
- Issue work orders and purchase orders to contractors, monitor and update all live orders ensuring all works are progressed to financial completion, review, and process contractor invoices, in line with agreed SLA.
- Identify and report any issues/breaches in relation to health & safety and actively promote a safe working environment for all.
- Undertake additional duties appropriate to the role and/or grade.



## STRENGTHS

- ✓ Excellent organisational skills with an ability to effectively prioritise a busy and reactive workload.
- ✓ Excellent IT skills with proficiency in Microsoft Office.
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation.
- ✓ Ability to work independently and as part of a team.

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| ✓ Clear and articulate communication skills, both written & verbal | ✓ Strong problem-solving skills with good attention to details with the ability to apply technical knowledge to resolve practical issues |
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## ESSENTIAL REQUIREMENTS

- ✓ Experience of working within an adaptation's service within social housing or local authority setting.
- ✓ Experience of providing high level of customer service.
- ✓ Understanding of Disabled Facilities Grant Funding.
- ✓ Understanding of major and minor adaptations.
- ✓ Full UK Driving License and use of a vehicle.
- ✓ Familiarity with occupational therapist recommendations and technical specifications.
- ✓ Experience of coordinating contractors, surveyors, occupational therapists, customers and local authorities and other external agencies.

## BENEFICIAL TO THE ROLE

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| ✓ Accurate record keeping and data management skills.                                                       | ✓ Ability to motivate and influence through excellent people skills. |
| ✓ Customer -focused approach with empathy and sensitivity when supporting disabled or vulnerable customers. | ✓ Strong written and verbal communication skills.                    |