



**PLACEMENT  
DESCRIPTION (PD)  
AND PLACEMENT  
SPECIFICATION (PS)**

<b>PLACEMENT TITLE:</b>	Walsall Healthy Homes Assistant – Recruit- <i>Ability</i> Programme		
<b>GRADE:</b>	Training Allowance	<b>SERVICE AREA:</b>	Resources & Transformation
<b>REPORTS TO:</b>	Housing Standards & Improvement Manager	<b>LOCATION:</b>	Home Based
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• This opportunity is open to disabled applicants only</li> <li>• You must be new to Walsall Council (no previous/current employed status with this council)</li> <li>• You must be new to this type of positive action programme</li> <li>• Fixed-term contract for 12 months, 18.5 hours per week.</li> <li>• Training allowance of £17,665 pro rata to hours worked.</li> <li>• Please note that this placement will be homebased, with online support via Microsoft Teams.</li> </ul>		

**1. Main purpose of the role:**

To work in a friendly team helping people in Walsall live in safer and warmer homes that are adapted to meet their needs. This will involve helping others to improve their lives through learning about energy efficiency, preventing issues in the home such as carbon monoxide poisoning, slips, trips and falls and damp and mould.

**2. Role specific duties and accountabilities:**

- Working with people throughout the borough who may be disabled, elderly or in very poor health alongside the Council’s Public Health Team, Walsall Age UK and the Fire Service to help them to live in safer and warmer homes.
- We can help you learn about and help others learn and improve their lives through:
  - Stopping damp and mould in homes
  - Energy efficiency – best ways to insulate a home
  - How to prevent carbon monoxide poisoning
  - How to get cheaper fuel bills
  - Helping stop slips, trips and falls in the home
  - How to inspect a house or flat to see what is dangerous or wrong with it
- Undertaking various office based duties including using IT systems to prepare emails and letters and to update confidential databases and files.
- Dealing directly with questions from residents over the phone, in writing via email or letter and face to face either at the counter or in their homes. Working as part of a busy team and helping take calls for colleagues.

- Helping receive and pay invoices for:
  - Handyperson
  - Minor adaptations
  - Maintenance of lifts and hoists
  - Disabled Facility Grants
  - Health Through Warmth
  
- Dealing with confidential information regarding residents in the Walsall borough.

**Extra Training Opportunities:**

Depending on the candidate's skills and knowledge and availability of external funding there is potential to be supported in the following training: City and Guilds qualification in Energy Efficiency.

**3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
  
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
  
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
  
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible : at Application interview =A both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium =2 High=3
<u><b>Behaviours:</b></u> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a ‘can do’ attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b>		
A willingness to learn about the role and to attend any training offered	A/I	3
An interest and ability in helping members of the public in writing and over the phone	A/I	3
An understanding of the importance of confidentiality – information regarding residents is private and cannot be shared with anyone else	A/I	3
A basic ability to use IT packages such as Word, Excel and Outlook	A/I	2
Basic English and Maths skills	A/I	2

Ability to take and handle telephone calls, helping customers and members of the public		A/I	2
The ability to demonstrate an interest in tackling fuel poverty, excess winter deaths and domestic carbon emissions in the borough. This includes some knowledge of how dwellings are measured in terms of energy efficiency in England, common types of home insulation and what help might be available for residents to tackle their heating bills.		A/I	3
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	3
<b>Prepared by:</b>	David Lockwood	<b>Date:</b>	Updated Dec 20