



**North
Northamptonshire
Council**

Job Description

Job Title: Senior Financial Assessment Officer

POSCODE: NRTH0041

Grade: I

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

Undertake the Financial Assessment Officer role, and in addition, to act as a point of escalation for staff on complex queries and complaints and to deputise for the Financial Assessment Team Leader, performing key tasks such as generating Adult Social Care client contribution invoices, to ensure efficient delivery of and contingency of services.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
	The Senior Financial Assessment Officer is required to fulfil all accountabilities of the Financial Assessment Officer job description. In addition, the Senior Financial Assessment Officer accountabilities are:
1.	To deputise for the Team Leader (TL), and undertake service critical tasks (in the TL absence) to ensure business continuity e.g. generating Adult Social Care client contribution invoices, to avoid any potential delay to service provision and/or detrimental impact to service users. To provide support and advice to colleagues, in relation to processes and enquiries.
2.	<p>Responsible for the prompt and accurate production of customer financial assessments and reassessments for Adult Social Care service users (both residential and domiciliary) in accordance with the Care Act 2014, the Care and Support Statutory Guidance and Council policy. In undertaking the assessments, provide support to customers and their carers. ensuring that both financial regulations and statutory obligations are met, undertaking home visits, responding professionally to both postal and telephone correspondence, as appropriate.</p> <p>This includes, where appropriate, identifying and recording Service Users' Disability Related Expenditure, seeking advice about such expenditure from Adult Social Care Team Managers and investigating property issues and establishing service users eligibility for Deferred Payment Applications.</p>
3.	To maximise the service users and Council's income through advice and assistance, identifying customer benefits and assisting the service user and their carers with these claims.

4.	Identify and investigate, taking ownership of and responding to queries and complaints positively and professionally, where the financial issues can be both challenging and complex, to effectively resolve customer queries through to conclusion.
5.	Provide training, advice, support and mentoring to team members to continuously improve service levels, when undertaking assessments/reassessments, ensuring operational procedures and legislation is complied with,
6.	To identify and investigate potential safeguarding issues which can be conducted in difficult circumstances and environments.
7.	Work collaboratively (working with system providers and project management) on business as usual and project work that supports developments and improvements for the Financial
	Assessments service in a professional and positive way, to improve the experience for the service users, and ensure appropriate timely outcomes.
8.	To continuously seek to improve the service offered to customers, pro-actively interpreting customer needs and complaint trends to identify and progress service improvements to help reduce the number of complaints and queries, making recommendations to improve process and efficiency.
9.	Manage and prioritise own workload, processing high quality information / data accurately and in a timely manner, ensuring that case notes are made and recorded to a high standard, records are maintained and retained in accordance with Data Protection legislation.
10.	To act as a central point of contact for all stakeholders (ASC teams; Care Management and Provider Services, other internal teams such as Brokerage. The Debt Recovery and Income Processing teams based West Northamptonshire Council (WNC) and Cambridgeshire County Council (CCC) respectively. In addition to regular contact with the Department for Work and Pensions) in relation to customer queries, demonstrating excellent customer service skills. Attend and participate in team and departmental meetings as required, supporting colleagues and sharing information appropriately.
11.	Support system implementations including conducting system testing and delivering training to staff on new systems and processes.
12.	To carry any other duties that fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
13.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)* We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to A Level / NVQ level 4 or equivalent by experience	Finance, Social Care or similar	Essential

Full Driving Licence		Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Understanding of adult social care processes, including financial processes.	Some working experience	Essential
Knowledge of the Care Act 2014 and associated guidance	Some working experience	Essential
Knowledge of legal issues in handling complaints and queries	Some working experience	Desirable
Knowledge of systems used in Adult Social Care finance process and Debt Recovery systems i.e. Abacus and ERP Gold	Some working experience	Essential
Excellent IT skills with good knowledge of MS Office applications		Essential
Skills		
Ability to understand the needs of customers and to provide an excellent level of service	High level of communication skills, both written and verbal	Essential
Ability to communicate effectively both verbally (face to face, and by telephone) and in writing, particularly with vulnerable adults and their carers, in order to achieve desired outcomes. Be able to influence and negotiate when advising and supporting customers.	High level of communication skills, both written and verbal	Essential
Initiative to overcome problems	Proven aptitude for, gathering evidence to determine whether a dispute is justified and should be investigated	Desirable
High level of numeracy and literacy. Ability to write clear and concise reports	High level of communication skills, both written and verbal	Essential
Planning and resources	Ability to use resources efficiently and	Essential
	effectively	
Ability to understand and interpret national legislation, policies and guidance and to ensure processes remain compliant with national requirements	Some working experience	Essential

Ability to process data and financial information related to the Financial Assessments Service to support the production of management reports	Some working experience	Essential
Ability to travel to visit service users		Essential
Managing Risk	Discreet with confidential information	Essential
	Respectful of the sensitivity of Service data and able to operate with integrity and professional judgement at all times	Essential
Managing Change	Flexible and willing to adapt to change in a busy and demanding work environment	Essential
Working Relationships	Ability to build and maintain good working relationships with a wider range of colleagues, internal and external service users to deliver the service to required standards	Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Adult social care financial processing	Experience working in adult social care financial processing environment	Essential
Experience of supporting staff members to manage and prioritise workloads.	Experience of managing and prioritising work, preferably in a similar environment	Essential
Planning & Prioritising	Experience of working independently and planning and prioritising work to deadlines	Essential
Experience of working in a customer focussed service	Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills	Essential
Service improvement and managing change	Experience and proven ability to identify service improvements and manage change	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	