

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	ASC Assessment & Income Officer
Grade	PS7	Reports to (role title)	ASC Senior Assessment & Income Officer
JE Band	228-268	Directorate	Adult Social Care
		Service	ASC Operations
		Team	Financial Assessment & Income Collection
		Date Role Profile was created	Oct-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide advice and information to service users in relation to welfare benefits entitlement, the council's charging policy and making payment for social care services, generally through direct telephone contact or face to face. To ensure that service users are financially assessed promptly in accordance with legislation and policy, maximising income by way of support with welfare benefit claims and supporting people to make payment of care charges when due.</p> <p>The post holder will promote the use of online tools, enabling residents to self-serve and engage with the council digitally where possible. This role is critical to ensuring all residents have access to information on paying for care in advance of service provision and that all care charges due are collected in accordance with council policies and debt recovery procedures.</p>
Work Context	This role is within Business Services, which is part of the Adult Social Care and Public Health directorate. The post holder will work locally in a district, borough or integrated care team with frontline staff to ensure information on paying for care is universal and comprehensively provided and will be required to travel to meet the requirements of the role.
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Able to evidence a broad understanding of welfare benefits, charging legislation and debt recovery processes.</p> <p>Satisfactory DBS clearance is required.</p> <p>Willing and able to travel around the county to meet the demands of the role.</p>
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.
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