

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	ASC Debt Prevention Officer
Grade	PS8	Reports to (role title)	Business Support Manager
		Directorate	Adult Social Care
JE Band	269-313	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>This specialist role, supported by the lead officer for prevention of debt from Adult Social Care fees and charges, will primarily support residents to pay care charges in accordance with the principles of Care Act 2014 guidelines.</p> <p>Working with frontline staff and care professionals, the postholder will advise on and facilitate various support mechanisms which enable vulnerable residents to make prompt payment and avoid debt recovery action.</p> <p>This role will work closely with legal property colleagues and those residents wanting to defer payment of accrued debt for social care charges, by entering in to a deferred payment agreement with the council.</p> <p>The post holder will adhere to pre-action conduct practice directions and, in collaboration with the Debt Recovery Officer, will proactively engage with residents to ensure every reasonable avenue has been explored.</p> <p>This specialist role will support training delivery on debt prevention measures and contribute towards the development and continued improvement of Adult Social Care 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 play a critical role in ensuring that all fees and charges due to the council are collected. There is a requirement to travel when needed to support and collaborate with staff located across Surrey.
Line management responsibility if applicable	May be required to line manage and/or supervise on an adhoc project basis
Budget responsibility if applicable	None

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months 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"> • Assist budget/resource management in accordance with the council policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of the council staff. <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>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 3, or able to evidence knowledge and understanding of appropriate business disciplines; Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where 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 charging and welfare benefits legislation.</p> <p>Proven experience of managing complex casework and queries in the relevant disciplines</p> <p>Ability to evidence a broad understanding of debt recovery processes as underpinned by the principles of the Care Act 2014, or similar statutory guidance.</p> <p>Ability to evidence a broad understanding of and ability to adhere to pre-action conduct practice directions.</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	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
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