



Role Profile

Reference Number	ASC009
Role Title	Social Care Financial Assessment Officer
Directorate	Adult Social Care
Department	Adult Social Care
Reports to	Social Care Finance Manager

Role Purpose

To assess client finances and contributions to their care costs to maximise the Council's income whilst supporting service users to manage their finances and access financial support.

Accountabilities

- Assess service user's current financial position and calculate their contributions to the cost of their care services, in accordance with complicated but well-defined procedures, to ensure that appropriate contributions are made. This will involve obtaining, collating, checking, and examining data regarding the individual's personal finances, undertaking assessments and calculations against national and local charging regulations and policies. Complex cases will be escalated for further support from senior or legal colleagues.
- Communicate care payment contribution decisions to service users and their families, colleagues in the service user's case team, and external care providers, to ensure they understand the finances relating to their care package funding.
- Provide information, advice and guidance to service users and their families to help them understand the charges and what financial support options are available to them. This will also include signposting service users to independent financial advice, and supporting them to access benefits.
- Calculate monies owed to the Council through underpayment of care contributions or over-payments to providers, to support the Council in reclaiming money and support the financial health and accuracy of the service. This will include encouraging service users to pay any debts regarding their contribution payments.
- Communicate with external providers regarding finance of care packages and any disputes about the financing, to ensure that charges and contributions are implemented and applied correctly, and any issues are dealt with appropriately. This will include preparing documents for court cases where applicable.
- Maintain accurate records so that information is accurate, up-to-date, accessible, and auditable.

Knowledge / Skills / Experience required

- A Levels or NVQ Level 3 or equivalent.
- Knowledge of processes and procedures relating to social care finance.
- Knowledge of the calculations and criteria against which individual's finances are assessed.
- Awareness and knowledge of financial support options available regarding social care.
- Experience of undertaking technical administrative work.
- Experience of providing advice and information to service users.
- Ability to provide advice and information, and to communicate efficiently with a range of service users and stakeholders using empathy and tact.
- Ability to manage workload and reprioritise tasks according to need and urgency.

Dimensions of role

- The role has no managerial responsibility.
- The role does not have financial delegation.
- Planning will typically be over the day and week with a need to be both proactive and reactive.

Notes

Date:	01/02/2021
Working Conditions:	Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them: • The role holder will need to maintain composure and concentration when undertaking assessments and recording information. • The role holder will need to communicate and deal with distressed individuals and their families who may be confrontational or present challenging behaviour, and to deliver difficult and potentially contentious decisions that may cause distress to the individuals or their families. • In undertaking assessments, the role holder may hear and need to record distressing and upsetting information about illness and financial hardships.
Working Arrangements:	• No specified working arrangements outside of a normal working pattern.