

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Financial Assessment Officer - Kings House	JEID	J0282
Salary Grade:	G		
Team:	Benefits, Assessments & Income Control		
Service Area:	Resources - Finance		
Primary Location:	Kings House, Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	Financial Assessment Team Leader		
Responsible for:	Finance Administration Assistant		

Role Purpose

To undertake and administer financial assessments for Domiciliary and Residential services in accordance with legislation, guidance and policy.

Provide advice and information relating to financial assessments and benefits.

Role Responsibilities

1. To be fully conversant with the regulations, guidance and policies concerning Charging for Residential Accommodation and non-residential services and benefits.
2. To undertake and administer financial assessments in accordance with statutory and departmental policies for customers receiving residential and domiciliary care services.
3. To inform the customer and/or their representative of their assessed contribution for the services provided by the department.
4. To manage the daily operation of the computer based assessment system, scanning and maintaining and monitoring spreadsheets as required.
5. To carry out the daily operation of the financial assessment process according to predetermined

targets and timescales.

6. To give guidance and advice on more complex enquiries from customers, their representatives, social workers and other departmental staff.
7. To liaise with the Department of Work and Pensions in relation to customers receiving residential/nursing accommodation and domiciliary care.
8. To liaise with executors, administrators, Department of Work and Pensions, relatives, solicitors, accountants etc. in relation to deceased customers.
9. To assist in the supervision, training and support to the Financial Administration Assistants and team members .
10. To identify any benefits to which the customer may be entitled and assist with a claim for those benefits if required.
11. To maintain up to date knowledge of all pensions and benefits, attending training and information sessions as required.
12. To contribute effectively to the provision and development of financial services within BAIC and to assist in any systems development work.
13. Undertake any other duties as delegated by the Manager, or as determined by Warwickshire County Council within the range of the salary grade.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Effective communication skills, in particular the ability to converse with people at different levels and from different backgrounds.	A,D
High level of numeracy skills.	A,I,D,T
Ability to interpret and explain complex regulations.	A,I
Ability to work in a team environment and on own initiative within set parameters	A,I
Ability to operate a variety of computer applications, including spreadsheets, databases and word processing packages.	A,I,D,T
Ability to work under pressure.	A,I
Maintains and respects confidentiality of information.	A,I

A commitment to customer care and continuous improvement in service quality.	A,I
A commitment to anti-discriminatory practices in employment, training and service delivery.	A,I
Ability to contribute to the development of systems and procedures	A,I
Ability to supervise staff	A,I

Desirable Criteria

Assessed By:

Appropriate qualification in Business and/or Finance e.g. BTEC	A,I,D
Previous supervisory experience	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing

<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	