

## About the Service

Adult and Children's Financial Services (ACFS) support the delivery of the following Staffordshire County Council priorities:

- To offer support at times of crisis to help people maintain their independence
- That people know what to expect from care services, who is eligible and who will pay
- There are quality and affordable care services available to meet people's needs

Adult and Children's Financial Services (ACFS) are a pivotal part of the Adult and Children Social Care Pathways, responsible for facilitating and overseeing the payment to providers of Adult and Children's Social Care and for the collection of client contributions in accordance with Care Act 2014 and local policy.

The amount of income and expenditure that is processed by ACFS is in excess of £100m net per annum and the service supports circa 10,000 citizens.

To enable the successful collection of income, ACFS is responsible for undertaking means tested Financial Assessments of adults who have an assessed eligible care need. This also applies to those who are seeking financial support to Adopt, Foster or provide Guardianship or other official support to a child. As part of this service clients can receive advice on Welfare and Benefit entitlements, to ensure they maximise their income and reducing the funding required from SCC.

ACFS contribute to the wider county council priorities and principles.

## Reporting Relationships

**Responsible to:** ACFS Senior Finance Officer

**Responsible for:** ACFS Assistant Finance Officer

## Key Accountabilities:

1. Responsible for the accurate and timely processing of payments to Residential Care Homes, Home Care provider organisations or to Citizens (Clients) as Direct Payments.
2. Responsible for the completion of Direct Payment Audits, ensuring funds are spent in line with Council policy and to recover unused funds.
3. Responsible for the income collection process in the form of Client contributions from citizens paying towards the cost of their own Care, to recover overpayments or debt from Care Homes or Home Care providers.
4. Responsible for processing payments to Adults who are seeking to Adopt, Foster or otherwise provide Care to Children they have responsibility for.
5. Manage and develop Assistant Finance Officers to achieve their full potential in their role and the service objectives.
6. To follow business processes and procedures for the role and to interpret and enact all policy relating to the role, ensuring the service operates within corporate policy and procedural frameworks
7. To utilise and interrogate Business IT Applications to action provider payments and billing for client contributions
8. To conduct Annual Audits on customer accounts ensuring accurate payment and billing
9. To conduct final reconciliations and recover income as required.
10. To support the ACFS Senior Finance Officers in the investigation and response to complaints.

## Person Specification

### Qualifications/Professional membership

- NVQ Level III or equivalent in a relevant discipline (financial or supervisory)

### Knowledge and Experience

- Demonstrable local government or other public-sector experience
- Experience of working in a financial environment
- Knowledge of accounting practices
- Demonstrable experience of working in an administrative or finance function
- Good knowledge and experience of using Microsoft Office applications
- Good knowledge and experience using Financial IT applications
- Good knowledge and experience using Social Care IT Applications Experience of mentoring/supporting colleagues
- Experience of supervising and training staff
- An understanding of how charges for Care are calculated in accordance with the Care Act 2014.

### Skills

- Ability to create and use spread sheets, word processing documents, financial systems and e-mail
- Good written and oral communication skills at all levels – this post will involve liaison with team management, fieldwork staff, colleagues in the department, wider colleagues in Staffordshire County Council where required and members of the public.
- Good time management skills with an ability to work under pressure to meet deadlines and on own initiative.
- Ability to empathise and see things from other colleague's perspectives
- Excellent interpersonal skills with the ability to develop effective working relationships and promote excellent customer care.
- Ability to produce accurate and quality-controlled work
- Flexible, 'can do' approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines.

**This post is designated as a Casual Car user**

**The content of this Job Description and Person Specification  
will be reviewed on a regular basis.**