

Assistant Finance Officer

Grade 4

About the Service

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 which are:

Priorities:

- Help Staffordshire's economy to grow and generate more good jobs
- Invest in infrastructure for growing communities
- Improve education and training so that life-long learning offers everyone the opportunity to succeed
- Inspire healthy, independent living



- Support more families and children to look after themselves, stay self and well

Principles:

- Encourage residents and communities to help themselves and one another
- Our workforce will be ambitious for Staffordshire, and make a difference for our people
- Be digital, using technology and data to connect, inform and support our citizens
- Think climate change in all we do to limit our impact on the planet

Reporting Relationships

Responsible to: ACFS Finance Officer

Responsible for: No Direct Reports

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 process of income collection in the form of Client contributions from citizens towards the cost of their own Care, to recover overpayments or debt from Care Homes or Home Care providers, or unused funds from Direct Payments.
3. Responsible for processing payments to Adults who are seeking to Adopt, Foster or otherwise provide Care to Children they have responsibility for.
4. To provide operational support to Finance Officers and other colleagues as appropriate.
5. 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.

6. Responsible for utilising and interrogating Business IT Applications to investigate and action provider payment and billing for client contributions.
7. To assist Finance Officers in the investigation of complaints.
8. To liaise with colleagues from other services to facilitate more efficient processing of payments and income collection.

Person Specification

Qualifications/Professional membership

- NVQ Level II or relevant experience
- Possess a minimum of 5 GCSE's grade C / 4 or above, or equivalent (including Maths and English)

Knowledge and Experience

- Demonstrable local government experience within a financial environment
- Experience of using Microsoft Office or equivalent software package.
- Experience of office procedures, systems and equipment.
- Experience of working within a team, preferably in an office environment.
- Understanding of County Council and its role in the community.
- Knowledge and understanding the principles of providing a good quality customer service.

Skills

- Ability to use/learn to use the software applications used by ACFS.
- Ability to undertake different areas of work to ensure flexibility within the team.
- 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 where required, fieldwork staff, colleagues in the department, wider colleagues in Staffordshire County Council where required, providers and vendors 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.
- 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.