CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Adult Social Care**  | **SERVICE GROUP: People Commissioning and Business Support, Financial Support Services (Adults)** |
| **POST TITLE: Financial Assessment and Welfare Benefits Team Manager** | **REPORTS TO: Service Manager Financial Support Services (Adults)** |
| **GRADE: PO3** | **SAP POSITION NUMBER : 50168273** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| 1. To manage the provision of administrative support to Adult Services in respect of the Council’s Financial Assessment Service, for service users entering those receiving services in the community and residential/nursing home settings to determine the appropriate charge under The Care and Support (Charging and Assessment of Resources) Regulations 2014.
2. To interpret and implement Government legislation, DoH, DWP and Local Authority guidance on all associated matters and to ensure advice and guidance offered on all Community Care financial matters, welfare benefits advice, information and advocacy to service users, their relatives and other professionals including Service Management complies with this legislation.
3. To manage on behalf of the Authority all services provided under the Section 75 agreement with Bradford and District CCG’s and liaise with internal services and outside agencies and organisations i.e. Police, Adult Protection, Solicitors, voluntary and community sector. and other professionals providing up to date advice and information as appropriate.
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| **Main Responsibilities of Post:**  |
| 1. To manage the provision of Financial Assessment and Welfare Benefit Team support to the Adult Services department and responsible for ensuring that those receiving services in the community to determine the appropriate charge under The Care and Support (Charging and Assessment of Resources) Regulations 2014.
2. To manage on behalf of the Authority all services provided under the Section 75 agreement with Bradford and District CCG’s and liaise with internal services and outside agencies and organisations i.e. Police, Adult Protection, Solicitors, voluntary and community sector. and other professionals providing up to date advice and information as appropriate.
3. To provide guidance and advice to ensure that the Financial Assessment and Welfare Benefit teams undertake high qualityfinancial assessments and provide advice, advocacy and administrative procedures for service users and their carers as quickly and efficiently as possible, and to a consistently high level of accuracy.
4. Responsible for the recruitment, training and workload of the Financial Assessment and Welfare Benefit team incorporating 1 Senior Officers and 8 Financial Support Services Officers. Ensuring the Senior Officer determines day to day priorities to ensure the smooth flow of work throughout the section to meet targets and deadlines, advising them on areas outside normal guidelines. Ensuring instructions to staff throughout the department are issued, implemented and updated accordingly. Creating, implementing and presenting training courses for Adult Social Care staff and outside agencies as required.
5. Leading on making decisions on complex assessment issues and identifying possible cases of deliberate deprivation of assets which can have significant budgetary impact for the Council, liaising with social workers, service users, relatives, legal section, solicitors, police and adult protection to inform decision making and pursuing claims which may arise. Will regularly coordinate financial assessment activity and policy reviews that impact on other teams in Financial Support Services and will make decisions regarding client and council funds in areas of work which fall outside established guidelines.
6. Leading and ensuring the provision of professional advice and guidance to financial assessment and welfare benefit staff in order to promote skills, expertise and good practice in financial assessments, advice giving, advocacy and administrative procedures for service users and their carers. Ensuring the provision of advice and guidance on complex issues within the workloads to staff at all levels to clients and their carers/family, and professional staff in other fields.
7. To ensure that systems and procedures are monitored and updated, and controls are in place to meet with Audit requirements, and to work with key stakeholders to devise new and more effective monitoring and maintenance of systems and procedures, advising the Service Manager Financial Support Service of additions and amendments as appropriate.
8. Accountable to the Service Manager Financial Support Services (Adults). The role will be self-supervising to a large extent, reporting only on matters requiring decisions at Senior Management level and deputising where appropriate for the Service Manager and Deputy Service Manager in their absence. Regularly representing the Department on internal and external working groups and work closely with the Service and Deputy Service Managers on establishing internal policies for new areas of work. There may be a requirement to lead another team within Financial Support Services at the request of the Service Manager to provide an agile response to any resource requirements across the function.
9. Leading on making decisions on complex assessment issues and identifying possible cases of deliberate deprivation of assets which can have significant budgetary impact for the Council, liaising with social workers, service users, relatives, legal section, solicitors, police and adult protection to inform decision making and pursuing claims which may arise. Will regularly make decisions regarding client and council funds in areas of work which fall outside established guidelines.
10. To liaise with the private and voluntary sector, the Commissioning Support Team service users and their carers on matters concerning residents’ income and financial assessment and assist the service user in coming to decisions in relation to welfare benefit applications. This includes responsibility for the organisation of the visiting of service users and/or relatives in their homes as required to collate the relevant financial information for financial assessment and welfare benefits purposes. Will also liaise with other stakeholders administrative matters.
11. To provide information and guidance on the financial assessment, welfare benefits, charges and assessments relating to Community Care services to staff within Social Services, service users, their relatives and other professionals including care managers and Service Management. Specifically providing induction training to new social workers on financial assessment and welfare benefits.
12. Responsible for maintaining and improving communication with ASC staff and partner staff to ensure that all relevant information and decisions including the financial assessment process are communicated to, and understood by, all relevant parties. Leading on ensuring staff maintain a detailed knowledge of The Care and Support (Charging and Assessment of Resources) Regulations 2014 and an up-to-date knowledge of the DWP benefits and entitlements. Interpreting and making decisions on issues based on Legislation, Government Guidelines, Benefit Regulations and Council policies.
13. Responsible for ensuring that means tested financial assessments based on income and capital assets and disability related expenditure are carried out applying the relevant charging legislation depending on the type of service and provide service users with an estimate of their likely charge, while also ensuring that service users are supported to maximise the take up of welfare benefits for service users including assisting service users where necessary with formal applications for benefits.
14. Responsible for planning and implementing strategies and initiatives for the financial assessment and welfare benefit team to maximise the take up of benefits by service users and carers to increase their income and the income collected by the department.
15. To carry out the duties and responsibilities of the Department in relation to the Health and Safety at Work Act and to carry out Risk Assessments to ensure risks are identified and dealt with appropriately and all necessary records are maintained. Ensure adequate induction procedures are in place for new starters.
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| **Structure:****\*Deputy Service Manager has day to day operational responsibility for 55.43 FTE staff as delegated by the Service Manager.** |
| **Special Knowledge Requirement: Essential for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column** |
|  | **Essential** |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). |  X |
| Carries out the working practices, procedures and advancedoperations in accordance to The Care Act 2014, The Care and Support (Charging and Assessment of Resources) Regulations 2014 and the Care and Support and Aftercare (Choice of Accommodation) Regulations 2014 and The Department of Work and Pensions Benefit Regulations. Keeps up to date with any changes in the above. | X |
| Understands and applies health and safety working practices, including risk in own area of work and or across other areas of work.( including legislation). | X |
| Uses a range of specialist ICT systems and applications across own work area and or across other areas of work such as SystmOne, ContrOCC, SAP and Northgate. | X |
| Knows the costs for products and services within own area of responsibility. | X |
| Knows and understands how to analyse, interpret and present complex information from a variety of sources | X |
| Demonstrates an understanding of the duties and responsibilities that underpins the work of the Adult Social Care Directorate. | X |
| Understands and manages the Invoicing and Payments process within Controcc and how it links with SystmOne | X |
| Understands and manages the Appeals against Contributions process | X |

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| **Relevant experience requirement: Essential for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.  |
| Experience in a supervisory/managerial position involving staff management, finance and administration |
| Experience of working on projects in a constantly changing environment. |
| Advising and decision making on complex matters |
| Experience of acting on own initiative |
| Experience of supervising/managing people in the public sector |
| Practical experience of the Financial Assessment Process |
| A thorough knowledge of Community Care legislation, guidance and has an up-to-date knowledge of DWP benefits |
| Knowledge of Local Government Policies and Procedures |
| **Relevant professional qualifications requirement: Essential for shortlisting** |
| Educated to Degree /NVQ 5 Level or equivalent in a relevant subject area or significant experience in an admin/finance-related field where advising and decision-making on complex matters was a main feature. |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management** – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |

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| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |
| **Working Conditions:**   |
|  You will outline here if the post holder must be able to work evenings, weekends and Bank Holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
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| **Special Conditions:**  |
| An Enhanced DBS check is required for this post.Given the vulnerability of the services users the Team supports you will be required to undertake visits to service users during the course of your work. Must hold a current driving licenceBe able to use a car for work, own or pool car, (unless a disability prevents this), be appropriately insured if using your own car (e.g. business use) and be able to drive to all areas of the district to carry out the duties of this post. |
| **Compiled by: Chris Cobb** | **Grade Assessment Date:****5/8/2024** | **Post Grade: PO3**  |