

Job Description



Job Title: Senior Financial Assessment & Welfare Benefits Officer	Service Area: Brokerage And Transaction Management	
Directorate: Adults & Health	Post Number:	Evaluation Number: 5088
Grade: PO2	Date last updated: 4/12/2020	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

The Financial Assessment & Charging Team works to ensure that clients pay the correct contributions for their social care. The team is also responsible for advising and supporting those accessing social care to claim welfare benefits.

The Senior Financial Assessment & Welfare Benefits Officer will:

1. Support the Financial Assessment & Charging Manager in the efficient and effective provision of a comprehensive financial assessment and charging function across Adult Social Care, in accordance with statutory requirements and the Council's policies and procedures.
2. Be the lead officer within the team for ensuring that people accessing social care are supported to claim all of the welfare benefits that they are entitled to claim.

Job Context

1. The post holder reports to the Financial Assessment & Charging Manager.

2. The post holder will deputise for the team leader when required.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Maintain an extensive, detailed, thorough and up to date knowledge of legislation concerning charging for social care, and of the London Borough of Newham's local policies.
2. Maintain an extensive, detailed, thorough and up to date knowledge of statutory Welfare benefit legislation.
3. Shape and lead the team's work to support those accessing social care to claim the welfare benefits to which they are entitled, including designing and leading benefits take-up campaigns and ensuring that those accessing social care receive informed advice and effective support to submit benefits claims.
4. Advise service users (or their representatives) in receipt of non-residential care of welfare benefits that support their access into employment and help maintain their independence.
5. Provide advice, support and training to staff within and external to the team, to ensure that those interacting with Newham residents are able to offer informed welfare benefits advice, or are at least able to signpost clients to such advice.
6. Manage a financial assessment and welfare caseload as demand requires.
7. Support the Team Leader in delivering an effective Financial Assessment function, matrix managing Financial Assessment & Welfare Benefits Officers, overseeing workloads and performance, and providing advice, guidance and support on complex cases.
8. Be responsible for the development, maintenance and review of effective systems for performance monitoring and reporting on all aspects of the financial assessment and welfare benefits function, to continuously improve departmental systems in line with recognised best practice.
9. Be responsible for the preparation, analysis and provision of accurate financial and management information to be included in statutory returns and reports, in line with statutory requirements and the Council's policies and procedures.

10. Be responsible for ensuring the review and update of all documentation, policies and procedures and compliance with statutory requirements, as directed by the Team Leader and in line with professional standards and the Council's policies and procedures.
11. Be responsible for acting on behalf of the Council on high level complex matters, ensuring the provision of expert advice and guidance to all levels of staff, which is appropriate, accurate and timely, verbal and written, in relation to all aspects of the Financial Assessment function, in accordance with legislation, guidance and with the Council's policies and procedures.
12. Operate, maintain and update databases and systems used in the team in a systematic, thorough, timely and accurate manner, ensuring that the section's procedures are complied with.
13. Ensure that records held within the team are accurately maintained, indexed, scanned, filed appropriately and securely retained.
14. Maintain effective liaison with other Council departments and external agencies to ensure that the Financial Assessment team's functions, and the wider Department's responsibilities are discharged properly, efficiently and successfully

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>Possesses comprehensive operational knowledge of welfare benefit legislation and of legislation governing charging for social care.</p> <p>High levels of literacy and numeracy</p> <p>Understanding of the direction of travel of government policy, in relation to income maximisation, budgetary efficiency, social care delivery and charging.</p> <p>Knowledge of local authority standing orders and financial regulations</p>	Application form / interview
EXPERIENCE:	Application Form/Interview

<p>Experience of working within a welfare benefits and /or charging team with a social care environment.</p> <p>Experience of working with Social Care Management and Financial systems.</p> <p>Experience of conducting interviews with service users and of working with a range of people, including pensioners and people with disabilities.</p> <p>Experience of managing, supporting and developing staff.</p>	
<p>QUALIFICATIONS:</p> <p>Good standard of general education (to GCSE O Level or equivalent, including Mathematics and English)</p> <p>Evidence of pursuit of training to enhance admin and computer skills qualification</p> <p>IT skills in word processing, spreadsheet, database and presentation</p>	<p>Application Form/ Interview/ Certificate</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to undertake complex financial calculations.</p> <p>Ability to work in a detailed and systematic manner</p> <p>Ability to manage a diverse workload and work to competing deadlines</p> <p>Ability to communicate effectively with users, staff, the general public, statutory and voluntary agencies</p> <p>Ability to analyse and interpret legislation and guidance.</p>	<p>Application Form/Interview/Test</p>

<p>Effective verbal, written and communication skills.</p> <p>IT skills, including experience of producing basic reports and analysing information.</p> <p>Ability to impart knowledge to others, through formal training, supervision, mentoring, written material and other means.</p> <p>Ability to work on own initiative, with limited supervision, and as part of a team</p>	
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>This post is subject to an enhanced DBS check.</p>	<p>Satisfactory clearance at conditional offer stage</p>