

Job Description



Job Title: Financial Assessment & Welfare Benefits Officer	Service Area: Brokerage & Transaction Management	
Directorate: Adults & Health	Post Number:	Evaluation Number: 5087
Grade: SO2	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 Financial Assessment & Welfare Benefits Officer will manage a case load that will include:

1. Supporting those accessing social care to complete financial assessments that determine the level of financial contribution they will have to make to the cost of their social care.
2. Calculating the contribution payable towards their care in accordance with statutory and locally agreed charging policies.
3. Offering advice on potential benefits not currently being claimed, and support the service user / their representative to maximise their benefits income

4. Directly working with and referring applications to the Department of Works and Pension on welfare benefit issues for individual service users.
5. Maintaining comprehensive and robust systems for client financial assessment, client charges, third party invoicing, collection and the recovery of adult social care debt owed.

Job Context

1. The post holder reports to the Financial Assessment & Charging Team Manager
2. 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. Work with service users and their representatives, investigating, identifying, verifying and recording financial resources, and assisting people to complete financial assessment forms.
4. Calculate the contribution payable by the service user towards their care in accordance with statutory requirements, Council policy, Departmental procedures and recognised good practice, ensuring that the results of this process are communicated effectively to service users and all affected parties.
5. Support service users (or their representatives) on general welfare benefit matters, helping to maximise service user's income by identifying potential welfare benefit entitlement and assisting with benefit claims and other financial issues in accordance with legislation and guidance.
6. To 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.

7. Identify where an appeal to an application would be appropriate and refer the service users (or their representative) to an appropriate organisation for support.
8. Provide accurate statistical data and management information as required to evidence individual performance targets as set out as per the Council's performance framework.
9. Undertake reviews of existing service users at appropriate times throughout the year to take account of income, benefit and legislative changes, and also in accordance with the needs of the client group.
10. Respond to enquiries from service users in writing, by telephone and directly in person within prescribed timescales and in a sensitive and effective manner.
11. Be receptive to service user's comments relating to their care needs and any matters of concern and be alert to the possibility of financial abuse and deprivation of assets and potential fraud and money management issues – reporting any concerns appropriately and referring to appropriate agencies where required.
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 paper 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>Possess specific 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, and / or of dealing with SGO/CAO assessments</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>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>Effective verbal, written and</p>	<p>Application Form/Interview/Test</p>

<p>communication skills.</p> <p>IT skills, including experience of producing basic reports and analysing information.</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>