

<b>Title</b> <b>Finance Assistant</b>	<b>Department</b> <b>Adult Social Care, Health &amp; Public Protection</b>	<b>Post Ref.</b>
<p><b>Job Purpose</b> To calculate the contribution a service user needs to make towards the cost of their care. To manage service user finances and make payments to Direct Payment recipients.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. To undertake all duties in accordance with statutory guidance, financial regulations and organisational procedures and policies.</li> <li>2. To operate financial and administrative process linked to the calculation, collection, notification and review of financial assessments and welfare benefit entitlements.</li> <li>3. To maintain a current knowledge and awareness of legislation, policy, procedures and practice in the post holder's field of work.</li> <li>4. To liaise, communicate and work in collaboration with colleagues, other organisations and individuals as required and appropriate.</li> <li>5. To maintain manual and computerised information systems including data input/output and production of associated reports.</li> <li>6. To provide assistance to Team Leaders and other team members and cover for all duties within Adult Care Financial Services as necessary.</li> <li>7. To provide information and advice to service users, their representatives, colleagues, other organisations and care providers as required and if appropriate.</li> <li>8. To make accurate and timely payments to care providers and service users</li> </ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"> <li>1. Accountable for own performance.</li> <li>2. Accountable for the accuracy of the work produced and for the quality of the service provided.</li> <li>3. Ensure correct business processes are being followed and to alert senior colleagues when non-compliance is identified.</li> <li>4. Ensure financial and charging regulations are adhered to.</li> <li>5. Provide a high standard of customer service in accordance with Nottinghamshire County Council's Customer Service Standards.</li> <li>6. Responsible for health, safety and welfare for yourself and others.</li> <li>7. Maintaining confidentiality at all times</li> </ol>	

The post holder will perform any duty or task that is appropriate for the role described

**Person Specification**

**Education and Knowledge**

1. Educated to GCSE or equivalent in Mathematics and English
2. Understands the responsibility to manage customer information in accordance with the requirement of the Data Protection Act.
3. Understanding of Public Sector Equality Duty and the Equality Act.
4. Knowledge of general health and safety issues in the workplace
5. Awareness of key legislation in social care including the Care Act and Mental Capacity Act

**Experience**

11. Minimum of 1 years' experience of working with computerised systems and software packages including word and excel.
12. Experience of dealing with telephone enquiries for a variety of customers.
13. Experience of working to set procedures and guidelines within tight timeframes.

**Personal skills and general competencies**

6. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
7. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
8. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available
9. Ability to meet agreed objectives and delivery targets by the effective use of resources.
10. Has the ability to carry out detailed mathematical calculations accurately

**Role Dimensions**

14. To be responsible for the accurate calculation of charges for care and support and payment to care providers. Supporting service users to manage their finances and maximising their entitlement to welfare benefits.
15. Provide comprehensive information and advice to service users and their representatives on social care charging and support.

Date Dec 2016

Tier 7 – Experienced / Professional Staff