

Job Description and Person Specification

Role: Financial Operations Support Assistant



Job Description

Job Title	Financial Operations Support Assistant
Grade	4
Service	Financial Assessments
Reports to	Gemma Wood
Location	One Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

The Financial Assessment and Operations Service provides front line support to adult social care service users and providers of care. The primary responsibilities of the service are to provide accurate and informed financial support to residents who use local authority funded care services. The team are responsible for undertaking assessments of resident's financial circumstances and determining the amount of charges they will be required to pay towards their care services. In addition, the service is responsible for paying local authority commissioned providers of adult social care. The team are responsible for processing and reviewing the financial assessments records and dealing with financial assessment enquiries and resolving customer queries.

Main Duties & Key Accountabilities

The Financial Operations Support Assistant role is to review and scrutinise Financial Assessment forms to ensure the financial details are in accordance with the requirements laid down by the Department of Health's Charging and Statutory Support Guidance, as well as Coventry Adult Social Care charging policy. Resolve queries which arise on Financial Assessment forms. To input financial details on to the department's CareDirector computer system. To undertake the checking and monitoring of input to the CareDirector system and to take appropriate action as necessary to correct any errors to avoid incorrect assessments being sent to service users. Write to service users with the outcome of the financial assessment. To undertake financial assessments reviews in accordance with the department's assessments procedures. To deal with all queries (of a simple or complex nature) from operational staff, solicitors, Department for Work and Pensions, relatives and service users relating to financial assessment outcome and invoice enquiries.

Core Knowledge

- To arrange appointments with service users and/or their care network to review their financial details on either a planned or ad hoc basis, and when requested to do so by service users, their representatives, or Social Work Teams. And to complete financial assessment in accordance with the requirements of the Department of Health's Care and Support Statutory Guidance and the Adult Social Care Department's charging policy
- To resolve any queries which arise following financial assessment with the service user or their representative as necessary.
- To carry out benefits checks for service users as part of the financial assessment.

- To ensure that standards leading to good practice are followed and to alert the Team Manager where these are not being achieved.
- To undertake as requested any induction training for new operational staff that will be involved in completing financial assessment forms.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Clients Financial Representatives. Department of Work and Pensions (DWP) Age UK Care providers	Financial Assessment Team Business Systems & Continuous Improvement Team Adult Social Care - case managers Revenues and Benefits Team Corporate Income Team

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
An awareness and understanding of equal opportunities	
An awareness of financial assessment procedures	
An understanding of Department of Work and Pensions benefits	
An awareness and understanding of Data Protection and Information Security	
Skills and Abilities	
Numeracy skills	
Good Communication skills. Verbal and written	
Keyboard and I.T. skills	
Interpersonal skills	
To prioritise and work with minimum supervision	
To work under pressure and manage change	
Experience	
Working with the public in a financial capacity or customer service within a flexible working environment, using a variety of office systems.	
Qualifications	
G.C.S.E Maths and English Grade 4 or above	
Special Requirements	
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.	

Date Created	17 th July 2024	Date Reviewed	
---------------------	----------------------------	----------------------	--

