

Job Description and Person Specification



Job Description

Job Title	Financial Assessments Team Manager
Grade	6
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 you will manage are responsible for undertaking assessments of resident's financial circumstances and determining the charge 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, dealing with financial assessment enquiries, and resolving customer queries. The team manager is responsible for the line management of the financial assessment support officers and deputises for the financial assessment operations manager.

Main Duties & Key Accountabilities

The financial assessment team managers' role is to manage and monitor the financial assessments support assistants and provide support and deputise for the Financial Assessment Operations manager. To monitor financial assessment forms that have been processed 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, complaints, and financial assessment appeals. To monitor and report on financial details that have been input on to the department's CareDirector computer system. To deal with queries from operational staff, solicitors, Department for Work and Pensions, relatives and service users relating to financial assessment outcome and invoice enquiries.

Manage, inspire, and motivate all members of the team and actively promote a culture which is positive, forward looking, results orientated, and customer focussed. Contribute to the operational and service plans and work as a management group to organise the work of the Service. Deputise for the Operational Manager at Management Team meetings, Cabinet and or Scrutiny. Deal directly with enquiries from Members, the Director of Finance and Legal Services and MPs. Directly manage a team of staff. Identify individual and team objectives in line with the Service Operational plan. Manage and implement performance management reviews on a regular basis. Identify training and development needs and support individuals in accessing appropriate training. Provide an annual appraisal and set objectives. Maintain an up-to-date knowledge as required by the Service in order to provide advice, guidance and training to staff as required for the Service. Financial Assessment recruitment and selection.

Respond to complaints and appeals received through the corporate complaint process and complete Ombudsman reports in line with corporate complaint procedures. Reply to complex cases and authorise letters sent by staff to sensitive or delicate enquiries. Co-ordinating, allocating, monitoring workloads to ensure customer focus, performance targets are met, and maximum efficiency is achieved and maintained. Provide statistical, financial and reports to the Operations Manager.

Core Knowledge

- Knowledge of the Financial Assessments process.
- Knowledge of the relevant legislation, and related providers.
- Knowledge of Workforce Equality, Diversity & Inclusion.

Key relationships

External	Internal
Clients Financial Representatives Department of Work and Pensions (DWP) Age UK Care Providers	Finance Team Revenues and Benefits Team Corporate Income Team ASC case management and service managers Cabinet Members

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:

Financial Assessment Support Assistants

Financial Assessment Officers

Person specification

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Knowledge	
Knowledge of the Financial Assessments process, relevant legislation, and related providers.	
Knowledge of the authorities' associated strategies relevant to the Service.	
Knowledge of the Equality, Diversity & Inclusion Policy.	
Skills and Abilities	
Management skills, to manage a team.	
Self-management skills, to enable workload organisation, prioritisation, and implementation, with minimum supervision.	
Team building and motivational skills.	
Ability to provide and monitor training and develop programs for the needs of the section, co-ordinating the continual development of the team.	
Ability to organise and monitor the work of the team and set targets.	
Well-developed communication skills to consult with customers and their representatives and all internal and external organisations, both verbally and in writing and the ability to write complex reports and letters in a clear and concise manner.	
Ability to deal effectively with a wide range of issues, at times under pressure, i.e. conflicting priorities, deadlines.	
Ability to maintain appropriate statistics relating to the work of the Section and to ensure accurate completion of statistical and other returns which have been made.	
Ability to analyse the implications of the introduction of new policies and contribute towards the strategic planning of the Section.	
Able to demonstrate the ability to adhere to, and promote, the City Council's Equality, Diversity & Inclusion Policy.	
Experience	
Experience of managing staff.	
Experience of dealing effectively with customers and their representatives.	
Experience of dealing with complaints	
Experience of implementing or managing a monitoring process	

Qualifications

Minimum G.C.S.E Maths and English Grade 4

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 Created20th September 2024**Date Reviewed**20th September 2024