

Job Description and Person Specification



Job Description

Job Title	Visiting Assessments Officer
Grade	Grade 4
Service	Financial Assessments
Reports to	Operational Manager - Financial Assessments
Location	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

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.

Main Duties & Key Accountabilities

The Visiting Officer role liaise directly with users of adult social care services and their family carer network to undertake a financial assessment. The financial assessment process determines how much a resident will need to contribute towards the cost of their care. As a Visiting Officer you will help residents understand why they are being asked to contribute towards the cost of their care and to advise on what aspects of their personal income will count towards the cost of their care.

The financial assessment service has recently launched an online assessment process which enable residents to start the assessment process. As a Visiting Officer you will work with residents and their family carers networks to support them to accurately complete the assessment process. The role will primarily work virtually, enabling you to undertake assessments via the telephone. However, on occasions there may be the need for you to undertake a visit into a resident's home to complete the assessment process.

Core Knowledge

- To work with Social Work teams to arrange the completion of financial assessments to new service users, to obtain relevant financial information and to complete financial assessment forms in accordance with the requirements of the Department of Health's Care and Support Statutory Guidance and the Adult Social Care Department's non-residential charging policy.
- 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.
- To resolve any queries which arise following financial assessment visits with the service user or their representative as necessary.
- To carry out benefits checks for service users as part of the financial assessment and signpost service users to welfare rights advisor or DWP where necessary.
- 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	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	
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 within a flexible working environment, using a variety of office systems.	
Working with service users and/or their representatives in their own residential setting.	
Qualifications	
G.C.S.E Maths and English Grade 4 or above	
Special Requirements	
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).	

Date Created	16 th November 2022	Date Reviewed	
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