

JOB DESCRIPTION

POST TITLE:	Client Finance and Personal Budgets Assistant
GRADE	Hay Grade 6
DIVISION / UNIT	Adult Social Care / Client Finance and Personal Budgets Service
DEPARTMENT	Children's and Adults' Social Care
REPORTS TO:	Team Manager Client Finance (Client Affairs)

PURPOSE OF THE JOB

1. To support client finance case workers with financial assessments, charging client contributions, proactive debt management, and the management of clients' finances through corporate appointeeship and deputyship.
2. To maintain positive working relationships with clients, providers and finance colleagues.
3. To collect and maintain accurate information to ensure client contributions, payments, debts or defaults are processed quickly and effectively.
4. To contribute to the implementation of the council's Fairer Contributions Policy, including the assessment and collection of client contributions, and the reduction of debt.

PRINCIPAL ACCOUNTABILITIES

Responsibilities

5. To play an active role within the Client Finance and Personal Budgets Service ensuring high quality work is delivered in a timely and accountable manner.
6. To ensure financial processing functions are completed in a timely and accurate fashion as well as in line with applicable legislation.
7. To maintain accurate and up-to-date records in business systems such including MOSAIC, SAP and standalone systems.
8. To contribute to maximisation of the council's income from charges by working and liaising with clients, carers, social workers and service providers.
9. To support client finance case workers in the delivery of the council's statutory duties relating to the Court of Protection and public health funerals.
10. To contribute to annual uplift processes for contributions to packages of care.

Southwark Council values: Treating residents as if they were a valued member of your own family | Being open, honest and accountable | Spending money as if it was your own | Working for everyone to realise their own potential | Making Southwark a place to be proud of | Always work to make Southwark more equal and just | Stand against all forms of discrimination and racism.

11. To contribute to projects as may be necessary in the exigencies of the council and undertake any duties consistent with the level and nature of the post.

JOB CONTEXT

12. The vision for Adult Social Care is to enable people with care and support needs and their carers to live healthy, independent and fulfilling lives in their community. We will achieve this by putting their well-being and safety at the centre of our work and doing what we can to prevent, reduce and delay the need for care and support through well-coordinated, personalised health and social care services.
13. This role sits within the Client Finance teams, in the Personal Budgets and Client Finance Service. This service provides a range of integral back office functions for the council's Adult Social Care department and is required to complete these tasks and processes in a methodical and accurate manner.
14. This role is instrumental in supporting the team to provide high quality, appropriate, and value for money services for Southwark's vulnerable residents. There is a particular focus on ensuring that the spirit of the Fairer Contributions Policy and the council's approach to managing the finances of vulnerable individuals is included where appropriate. Including a keen understanding of equalities considerations, flagging and escalating safeguarding concerns whereas per local and national policy.

Grade/Conditions of Service

15. This post has been evaluated at Hay Grade 6

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

