

Job Description

Job Title	Social Care Charging Officer
Directorate	Finance and Resources
Service Area	Transactional Services
Grade	5
Competency Level	1
Salary	£31,022 – £35,412
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Basic DBS & BPSS
Job Evaluation Ref No	

Job Purpose

To administer social care charging financial assessments and to contribute to the overall improvement in the management and performance of the social care charging function.

Directly Responsible For:

Not Applicable



Directly Responsible To:

Social Care Charging Team Leader

Main Areas of Responsibility:

- To carry out financial assessments relating to Social Care Charging in line with the Care Act 2014
- To ensure the required information and evidence is obtained from customers, and to ensure the correct and appropriate award/support is provided in a timely manner. This may require writing/emailing or telephoning the customer to ascertain their circumstances and/or needs. Customers and their representatives may be vulnerable and / or undergoing a stressful live event
- Liaise with colleagues in Adult Social Care and Health regarding customers who lack capacity
- To assist in the regular review programme of social care charging accounts by ensuring that details held on record are up to date and provide accurate ongoing charges by carrying out new financial assessments.
- To respond to enquiries in relation to social care charges, client contributions and provider payments. This may include liaison with social workers, customers, providers and authorised representatives
- To refer customers to the Financial Inclusion Team to explore potential missing entitlement and support to claim additional income
- To be aware of and where appropriate to signpost and/or refer customers to other available support within the Service
- To advise customers and/or their representatives about their contributions towards care, invoicing processes and payment options. Monitor customer accounts including investigating missing payments, and assist with the production of invoices and statements

- To provide advice to service users on Disability Related Expenditure procedures. To collate requests and evidence relating to a Disability Related Expenditure ready for management review and decision
- To assist customers with applications for deferred payment agreements including provision of advice. To refer complex queries (for example issues of property ownership) to the line manager
- To carry out administrative duties which support the ongoing management of social care charging and provider payments including complex areas involving the application of law and policy
- To provide managers with draft redemption calculations at the conclusion of deferred payment agreements
- Where appropriate support action to recover arrears of social care charges and assist in the monitoring of social care charging debts in accordance with agreed debt recovery procedures. This may include contacting service users or their legal representatives to clarify reasons for missing contributions
- To agree appropriate repayment and payment plans with the service user or their representative in accordance with those procedures
- Take steps to ensure expenditure is safeguarded and fraud is prevented and detected wherever possible. Work co-operatively with investigators, other staff and other organisations to safeguard public funds and tackle fraud
- To contribute to the process of continually improving customer access to quality, cost effective services, and working as part of an integrated team
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information.
- To assist with the development and maintenance of procedures and codes of working practice to form part of a comprehensive quality approach to service delivery
- To provide administrative services and to use, develop and maintain procedures and codes of working practice that maintain and enhance quality

- Ensure that work is carried out in accordance with relevant legislation, Council policy/guidance
- To assist with delivering the Council's commitment to Best Value and customer service
- To undertake any other duties and responsibilities within the grade of the post and work within the Council's commitment to equal opportunities and customer service

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer for a sustained period of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Working knowledge of IT systems and Microsoft applications and good keyboard skills (A/I)
- Numerate to a sufficient standard to carry out calculations and financial assessments in relation to social care charging (A/I)

Desirable

Knowledge of Social Care Charging and / or understanding of means tested benefits and principles of financial assessment

Experience

Essential

- Experience of resolving customer enquiries by letter, email or phone (A/I)
- Experience of operating software applications within Microsoft Office (A/I)

Desirable

- Experience of collating statistical information on work undertaken and presenting conclusions
- Experience of Social Care Charging



Skills/Abilities

Essential

- Ability to explain information and decisions clearly and concisely, both verbally and in writing with providers, service users, and/or their representatives (A/I)
- Able to work effectively as a member of a team in a multi-disciplinary environment (A/I)
- Ability to organise and prioritise work and to show effective time management skills to enable deadlines to be met (A/I)

Desirable

- Ability to apply law and policy and make decisions on complex and sensitive cases.
- Ability to manage own workload
- Ability to work with a minimum of supervision and to use initiative

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)
- Providing a quality service to meet customer needs(A/I)

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS)



Desirable

- Willingness to undertake training as and when required