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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Awards Assessor – Adult Social Care | **Post No** | ST177a |
| **Directorate** | Resources | | |
| **Division** | Income and Awards | | |
| **Band and Salary** | Band C  £25,584 to £28,624 pro rata per annum. Incremental progression is subject to performance. | | |
| **Responsible to** | Financial Assessment Team Leader | | |
| **Location** | Council House/Homeworking | | |
| **DBS Check** | Basic Check | | |

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| **Role Purpose** |
| The post holder will deliver a customer focused service to assist Income and Awards by processing Adult Social Care charges for residential care, non-residential care, disabled facilities grants and children’s order payments.  This must be carried out in accordance with regulations, national guidance and local policies. |

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| **Role Responsibilities** |
| To assess customers eligibility for financial assistance towards the cost of their residential and non-residential care  Undertake accurate financial assessments in line with the Care and Support Act and Solihull Council’s Charging Policy – Non-Residential Care and Support Services. Ensuring customers are contributing what they can afford towards the cost of their care.  Understand the rules for Deferred Payment Agreements and gather information to support the assessment and agreement process.  Communicate with customers and their legal and financial representatives to gather financial information for the purpose of charging for their care.  Provide written notification of charges to customers and their legal and financial representatives.  Produce accurate statements for customers to show how their charges for adult social care have been calculated.  To maintain an up-to-date knowledge of relevant legislation, computer systems and clerical procedures.  Use different information systems to assess a customers charge and determine their eligibility for financial assistance towards the cost of adult social care.  Respond to queries raised by members of the public via telephone, email or letter, including the preparation of statements. Taking proactive action to reduce errors and complaints by working with the customer and other departments to address their queries in full.  The ability to deal empathically with customers that have vulnerabilities and complex care and support needs.  Liaise with social workers, brokerage and accountancy team members for the purpose of carrying out a financial assessment.  To undertake report checking and analysis.  To be responsible for maintaining security of all systems used by the post holder.  To assist with system and software testing.  To assist in updating office procedures and training members of staff within the Division.  To produce high quality, accurate work to agreed performance levels and meeting agreed service standards.  Flexible working – work with colleagues to ensure business needs are met and appropriate levels of cover are in place, as the Division moves towards home working, flexible working and off site working.  Any other appropriate duties as and when required. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | GCSE's Maths and English grades A\*-C or 4-9 (or equivalent Level 2 qualifications) or able to demonstrate an equivalent level of numeracy and literacy skills  OR  Experience in an Adult and Social Care environment that allows you to carry out the full range of duties. |  | Application,  Certificates, Interview |

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| **Experience & Knowledge** | Experience of working to set policies and procedures to provide advice and guidance to customers on financial information. |  | Application Form, Interview |
|  | Experience of using financial information to calculate a customers charge or entitlement to financial support | Application Form, Interview |
|  | Knowledge and experience of welfare benefit assessment rules and legislation | Application Form, Interview |
| Experience of using software systems and databases to process customer information. |  | Application Form, Interview |
| Effective communication skills, including the ability to communicate complex information verbally, in writing and by telephone. | Liaising with staff across different teams to co-ordinate responses to customers, especially in relation to complaints and complex queries. | Interview, Test |
| Experience of independently following guidelines / legislation to undertake work tasks | Knowledge of the Care & Support Act | Application Form, Interview |
| Experience of using Microsoft Office packages Word and Excel (or equivalent) | Experience of Microsoft Teams, Web-ex or any other video conferencing platforms. | Application Form, Interview |

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|  | Able to demonstrate accuracy and attention to detail |  | Interview |
| Organisational skills, able to meet deadlines, manage competing demands and work well under pressure |  | Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service to meet customer, organisational and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Trust and Respect -**You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions. | Interview |

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| **Compiled/Reviewed by** | Jane Smith – Awards Operations Manager |
| **Date** | 15 November 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Equal Opportunities**

Solihull Council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.