

JOB SUMMARY

Post Title	Financial Assessment & Charging Officer						
Job Family	Service Delivery	Pay Range	06	Line Manager to others?	No	Role profile ref	SD06
Service Area	Adult Social Care & Housing Needs						
Line Manager	Financial Assessment & Charging Team Manager						
Location	Agile / County Hall, Newport IOW						

<p>Job Purpose</p> <p>To provide support crucial within our Financial Assessment & Charging Team. As part of this role you will ensure people are receiving accurate and up to date, care act compliant, financial assessments to determine how much they will need to pay towards the cost of their care and support.</p>			
<p>Job Context</p> <ul style="list-style-type: none"> - To manage the non-residential, financial assessment, annual review process; maximising income to the council whilst remaining care act compliant. - To assist the Financial Assessment & Charging Team Manager in ensuring consistent accurate and up to date charging information is provided both internally and externally. - To provide comprehensive support for the Isle of Wight Councils provision of the Deferred Payment Scheme. - Contribute towards the development of the financial assessment and charging policies and procedures - To provide advice on financial assessment and charging policies and procedures both internally and externally, raising any complex issues to the manager. - Liaise effectively with service users, their representatives and external bodies i.e solicitors, to provide information and resolve queries. 			
<p>Knowledge, Skills and Experience</p>			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	<i>Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable</i>	E	
Self-motivated with the ability to work to targets / deadlines.	<i>Ability to monitor and maintain own workload with limited supervision when dealing with high numbers of assessments and queries.</i>	E	
Awareness and understanding of the customer's / businesses' needs.	<i>Must be able to operate in a highly confidential and professional manner at all times.</i>	E	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Previous experience of meeting with and / or interviewing the public</i> <i>Able to evidence working in a team and supporting other professionals</i>		D
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	<i>The ability to communicate effectively at all levels with the public, staff, Members and other agencies on sensitive and personal issues</i>	E	

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Ability to explain technical / legislative information with clarity and patience.	<p><i>Previous experience that demonstrates being able to have difficult / personal conversations with the public.</i></p> <p><i>Ability to convey your message to a wide range of audiences including internal / external professionals and the general public.</i></p>		D
Ability to follow routines, carry out set plans, record and monitor information accurately.	<i>Ability to work under minimum supervision, to make decisions act on own initiative and use good organisational skills</i>	E	
Literate and numerate.	<p><i>Good communication skills, both verbal and written</i></p> <p><i>Accurate numeracy skills</i></p>	E	
Practical knowledge of ICT systems.	<i>Excellent knowledge of Microsoft Office Systems including Word, Excel, Outlook, Calendar and PowerPoint</i>	E	
Able to maintain accurate records as and when required.	<p><i>Ability to minute meetings</i></p> <p><i>High speed accurate word-processing and keyboard skills</i></p>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	<i>Educated to A Level Standard or Equivalent</i>		D
GCSE level qualifications or equivalent experience	<i>Must have passed GCSE English and Maths</i>	E	
Other Requirements			
<i>Must be able to work flexibly and in more than one location</i>			
<i>Full driving licence desirable</i>			
<i>You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.</i>			