**Job profile**

**Assessment Support Worker**

**Grade E**

**Group:** Community Based Services

**Service:** Adult Care Assessment and Personalisation

**Location:** Civic Centre

**Line Manager:** Operational Support Officer

**Car User Status:** Casual

**Job Purpose**

This post provides support to the assessment teams within Adult Care Assessment and Personalisation and is responsible for brokering care packages and analysing financial remittances to ensure the appropriate level of assessed care is claimed and accurate payments are made to Care Providers.

**The key roles of this post will include:**

1. To provide a high level of customer service to service users, members of the public and external organisations, via telephone, letter, e mail and in person to ensure an ongoing provision of a high quality service.
2. To establish and maintain appropriate information systems to ensure accurate and timely payment to providers.
3. To liaise with external providers through electronic portal system to secure packages of care for service users.
4. To liaise with assessment staff to ensure the care package is provided when required and as assessed.
5. To actively monitor and analyse financial information and provide reports and feedback to Finance, Commissioning and Legal Services on areas of concern. For example over or under claims.
6. First point of contact for clients, carers and providers to problem solve queries regarding payments.
7. To appropriately identify required review of service user need and carry out low level reviews.
8. To contribute as appropriate to the personalisation agenda.
9. To work as part of a team providing support across all assessment teams and liaise effectively with other colleagues both within the service area and other areas of the Council.
10. Such other responsibilities allocated which are appropriate to the grade of post.

**Knowledge & Qualifications**

**Essential:**

Knowledge

* IT systems including Excel and Word
* Information Management
* Business administration skills and experience
* Financial systems and monitoring

Experience

* Working to deadlines and managing competing priorities.
* Presenting reports to senior managers

Qualifications

* 5 G.C.S.E.s at Grade C or equivalent

**Desirable:**

Knowledge

* The needs of Adults who require social care services

Experience

* Working in a social care environment
* Working with large spreadsheets and formulas

Qualifications

* NVQ3 in Business Administration

**Competencies**

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| **Customer Focus** | Puts the customer first and provides excellent service to both internal and external customers |
| **Communication** | Uses appropriate methods to express information in a clear and concise way to make sure people understand |
| **Team Working** | Works with others to achieve results and develop good working relationships |
| **Making things happen** | Takes responsibility for personal organisation and achieving results |
| **Flexibility** | Adapts to change and works effectively in a variety of situations |
| **Learning and Development** | Actively improves by developing and applying new skills and knowledge and learns from past experiences |