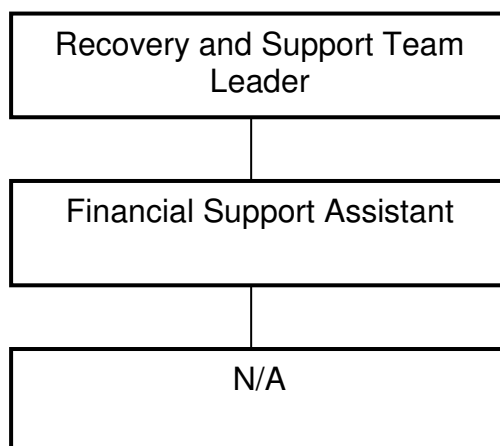




Job Description & Person Specification

| | | | | | |
|---------------------|-----------------------------|--------------|---|------------------|-------|
| Post Title | Financial Support Assistant | | | | |
| JE Reference | W879 | Grade | E | SCP Range | 24-26 |

Reporting line:



Job Purpose:

The post-holder will be responsible, as part of the Recovery and Support Team, for providing a holistic financial inclusion service to residents of the borough. Working with residents in financial difficulties, the post-holder will work to advise on money management and budgeting issues and improve their financial situation.

The post-holder will also have responsibility for the administration of the Council's discretionary social fund scheme and discretionary housing payments.

It will be within the job's remit, to assist with the statutory quality assurance checking of housing benefit decisions made by the Council's contracted organisation. This is to ensure these decisions meet the requirements of the Council.

The post-holder will also be expected to contribute to the Council's commitment to offer preventative intervention, to vulnerable residents who have fallen into arrears with their Council Tax.

Relationships:

Accountable to: Recovery and Support Team Leader

Accountable for: N/A

General Contacts: Residents of the borough, partner organisations, Council employees and management.

Key duties and responsibilities:

1. To work with residents in financial difficulties to advise on money management issues and to improve their financial situation, particularly relating to Personal Budgeting Support referrals from the DWP.
 2. To follow up on any intervention work undertaken, and monitor the effectiveness of this.
 3. To perform quality assurance checking of Housing Benefit and Council Tax Support decisions made by the Council's contracted organisation, and record the outcome of these appropriately to workflow and administration systems.
 4. To liaise with the Council's contracted organisation to identify recurrent causes of errors and data trends.
 5. To be responsible for maintenance of records and production of statistics as necessary.
 6. To identify opportunities to maximise residents' income through benefit take-up.
 7. To liaise with partner organisations as appropriate, with regards to acquiring specialist support and/or goods for residents in financial difficulties.
 8. To participate in targeted campaigns to offer financial support to various groups within the borough.
 9. To refer customers to partner organisations or other Council services for further support as necessary.
 10. To assist vulnerable residents to apply to the Council's discretionary funding schemes when needed.
 11. To ensure the Council's discretionary funding schemes are delivered efficiently, in accordance with the policies. This includes assessing applications and making decisions of entitlement.
 12. To work closely with colleagues across the Recovery and Support Team to deliver an effective support service to vulnerable residents.
 13. To contribute to the Council's commitment to offer preventative intervention, to vulnerable residents who have fallen into arrears with their Council Tax.
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General/Corporate Responsibilities:

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council's corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures

3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Last Updated: April 2018

Author: Mike Oyston

| POST TITLE | GRADE |
|-----------------------------|-------|
| Financial Support Assistant | E |

NOTE TO APPLICANTS

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

| CRITERIA | NECESSARY REQUIREMENTS | | * M.O.A. |
|---|--|--|----------|
| | Essential | Desirable | |
| EXPERIENCE | <ul style="list-style-type: none"> • Experience of assessing applications for benefits and/or financial assistance • Significant experience of working with partner organisations and members of the public • Experience of dealing with difficult situations involving members of the public | <ul style="list-style-type: none"> • Experience of welfare reform and Welfare Benefits | A, I |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Excellent interpersonal/communication skills • Excellent organisational skills with a methodical and orderly approach to work • The ability to work independently and as part of a team • Good I.T. skills | <ul style="list-style-type: none"> • The ability to present complex information in an understandable format | A, I |
| EDUCATION/ QUALIFICATIONS/ KNOWLEDGE | <ul style="list-style-type: none"> • Good standard of education, at least 5 GCSE's grade A-C including Maths and English. | <ul style="list-style-type: none"> • Knowledge of welfare benefits | A, I, C |
| OTHER REQUIREMENTS | <ul style="list-style-type: none"> • Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal | <ul style="list-style-type: none"> • Evidence of own continuous personal and professional development | A, I, C |

| | | | |
|--|---|---|------|
| | working hours <ul style="list-style-type: none"> • Commitment to own continuous personal and professional development • Strong team player, committed to an ethos of continuous improvement | | |
| COMMITMENT TO EQUAL OPPORTUNITIES | <ul style="list-style-type: none"> • Commitment to equal opportunities and the ability to recognise the needs of different service users | <ul style="list-style-type: none"> • Evidence of having completed training in equality and diversity awareness | A, I |
| COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE | <ul style="list-style-type: none"> • Commitment to provide a customer-focussed service | <ul style="list-style-type: none"> • Evidence of surpassing customer expectations or service targets / goals | A, I |

METHOD OF ASSESSMENT: (*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE
R = REFERENCE