DARLINGTON BOROUGH COUNCIL

RESOURCES

JOB DESCRIPTION

POST TITLE :	**Visiting Officer**
GRADE :	**Grade L**
JOB EVALUATION NO.	**C2147**
REPORTING RELATIONSHIP	**Financial Assessment Team Leader**
JOB PURPOSE :	**To contribute to a highly effective service within the Financial Assessment team, providing a comprehensive financial assessment and benefits advice for Individuals with assessed social care needs.**
POST NO.	**DC10114**
PDR COMPETENCY FRAMEWORK	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To carry out financial assessments of service users efficiently, effectively and in accordance with the Council's charging policies to maximise income.

2. To visit service users and carers in various settings, to complete the financial assessment form, calculate and notify of the financial contribution on site (wherever practicable), provide benefits advice and support, provide a follow-up service to service users and carers.

3. To develop and evaluate systems for data capture and management information purposes.

4. To contribute to the achievement of a comprehensive and effective annual financial re-assessment system for residential and non-residential service users.

5. To ensure probity, cost effectiveness and compliance with relevant Darlington Borough Council financial practices and procedures.

6. To establish and maintain effective communication with internal customers, especially care management staff.

7. To liaise with service users, carers, external agencies and care providers as required.

8. To assist in the provision of information as is required by service users, Members, other departments, the Council's external auditors, government departments and other agencies for both internal and external reporting purposes.

9. To develop, review and maintain financial procedures and working notes for all areas of responsibility and ensure all team members regularly review their financial procedures

and working notes.

10. To develop, review and maintain working documentation and information to the public to reflect changes in procedure or legal changes.

11. To use and contribute to the maintenance of accurate records utilising departmental IT and communication systems, to ensure duties are carried out in the most efficient and effective manner.

12. Ensure own personal development through the performance development review process and undertake training of others as appropriate.

13. Assist in the preparation of the annual service plan for the division and contribute towards achieving the team's aims and objectives.

14. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.

15. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.

16. Carry out your role in line with the Council's Equality agenda.

17. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.

18. Any other duties of a similar nature related to this post that may be required from time-to-time.

19. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

20. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

21. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: November 2018

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VISITING OFFICER

POST NO – DC10114

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ Level 3 or equivalent qualification in Business Administration, Finance or relevant field		**D**
2	4 GCSE's (A-C) or equivalent including English and Maths		**D**
	Experience & Knowledge		
3	Approximately two years' experience in a financial environment	**E**	
4	Experience of working with Individuals and carers, external agencies and service providers	**E**	
5	Experience of relating financial information to Individuals and staff from a non-financial background	**E**	
6	Experience of co-ordinating and monitoring financial and administration systems and procedures	**E**	
7	Experience of the Care Act, Fairer Charging Guidance for Non-Residential Services and Charging for Residential Accommodation Guide (CRAGs)	**E**	
8	Experience of working with IT systems including Microsoft Office	**E**	
9	Understanding of the issues facing a Social Services Department	**E**	
10	Knowledge of Social Services financial systems and procedures		**D**
11	Experience of working with a computerised financial assessment charging system.		**D**
	Skills		
12	Ability to communicate both orally and in writing with a wide range of audiences, providing clear and accurate information	**E**	
13	Ability to work under pressure, to organise work and plan tasks to meet deadlines	**E**	
14	Ability to work on own initiative and as part of a team	**E**	
15	IT Literate, capable of using MS Word, Excel and other office packages	**E**	

16	Ability to lead a team, make decisions and supervise staff and their workload		**D**
	Personal Attributes		
17	Able to demonstrate an appreciation of the importance of the sensitive and confidential nature of the work	**E**	
18	Willing to expand knowledge and experience.	**E**	
	Special Requirements		
19	The ability to communicate at ease with customers and provide advice in accurate spoken English	**E**	