

Job Description - Community Finance Co-ordinator

Role Title Company Role Profile –

Grade - 1

Reports to – Team Leader / Service Manager / Business Manager

Purpose of Role

To provide a cash-in-transit service. This work includes collection and delivery of cash, working effectively as part of a team, within a multi-agency framework, providing personal or practical interventions to a range of vulnerable people including liaising with families and health and social care professionals.

Key Tasks and Responsibilities of Role

Communicate with internal/external customers on all operational issues daily including collection of finances / delivery times, financial procedures and financial queries.

Liaise with CPAT to ensure that customer finance sheets are followed and updates or requests from the customer are discussed immediately.

Good communicate with the established bank, ensuring that all transactions are planned and carried out in an organised manner

Establish excellent relationships with customers.

Ensure positive relationships with all Colleagues of Sunderland Care and Support and the Sunderland City Council

Assess and anticipate customer needs and service delivery requirements.

Encourage and support community involvement, ensuring people gain fair access and maximum benefit from all available services, community facilities and resources.

Follow company policies around management of customer's finances including maintaining safe limits

Maintain financial customer inventory

Assess and review customer needs and risk and report any concerns to the line manager

Provide accurate and timely information to inform the CPAT financial team

Liaise with Social Workers and other professionals if updates are required

Report any changes in finance requirement or concerns to CPAT

Safeguard people's human rights at all times and ensure that the care and the support provided, protects people and ensures their safety and well-being.

Follow the Safeguarding Policy and report any concerns immediately to the manager.

Ensure that Personal Safety Awareness Training has been completed

Ensure that a dynamic risk assessment is carried out before entering any property

Ensure that a mobile phone and personal alarm is always carried on your person

Ensure that you are never lone working when carrying customer finances

Have regard for the Health, Safety and Security of the workplace, yourself and others in accordance with legislation and SCAS policies and procedures.

Comply with the Lone Working Policy.

Ensure that the Company's Driving and Transport policy is always adhered to

Ensure that you have a valid driving licence and declare any driving cautions or convictions immediately

Ensure that pre-use checks of vehicles are carried out prior to commencing shift

Additional Information/Other Requirements

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.

Statutory Requirements

In line with the company's statutory requirements, all employees should:

Carry out duties with full regard to the company's equalities policy, and all other policies.

Comply with the company's health and safety policy, rules, regulations and Health and Safety legislation.

Comply with the principles and requirements of the General Data Protection Regulations in relation to the management of company records and information and respect the privacy of personal information held by the company.

Comply with the principles and requirements of the Freedom of Information Act 2000.

Comply with the company's information security standards and requirements for the management and handling of information.

Use company information only for authorised purposes.