# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Team Leader – Financial Services

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Eastbourne

# GRADE: [East Sussex Single Status Grade 10](https://www.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Team Manager – Financial Services

# Purpose of the Role:

To supervise and manage, the day-to-day function of the ***(Insert relevant team here)***. To ensure work of the team is completed in line with the department’s policy and legislation.

To provide, detailed advice and guidance in relation to Financial Services support functions to external and internal customers, and ensure high levels of customer service

Financial Services is made up of four teams:

**Service Agreement Team (SAT)**

The team’s main function is to ensure the financial information held within the ASC finance system is correct, ensuring correct payments are made to care providers and the person receiving care is billed correctly. They also make sure the commitment against the services budget is correct.

**Client Affairs**

Completes two areas of work.

The role of Appointee and Deputyship Team is to manage and support people in receipt of care and support services from ESCC with their financial affairs, who lack the capacity to do it themselves

Protection of Property ensure people’s property and possessions are protected when they are not able to do it themselves. People do not have to be in receipt of a care and support service from ESCC to be supported in this way.

**Finance & Benefits Assessment Agreement Team (FABA)**

Most care and support services are chargeable. FABA’s main function is to:

* To complete a ‘financial assessment’ to work out a person’s contribution towards the care and support we arrange for them, including by telephone and face-to-face visits
* Provide advice and support to members of the public and internal teams about charging for care and support.
* Support clients who are unable to afford their care charges and identify additional support that may be available to them.

**Direct Payment Team (DPT)**

The team supports people to manage and arrange their own care with a personal budget.

**What is a direct payment?**

When a person is assessed to have care and support needs, they can choose to have some, or all, of the agreed personal budget paid to them directly and they can use that money to buy their own care and support.

# Key tasks:

1. Supervise a team of staff in line with County Council policies, procedures and legislation.
2. Provide comprehensive training and induction for new members of staff and ensure continuous development of staff and maintain their wellbeing.
3. Monitor and measure the performance of the team to ensure compliance with best practice, targets, and quality customer standards.
4. Investigate and respond to complaints received by the team.
5. Provide detailed advice to clients, Carers, Advocates and/or Representatives on the role of the team.
6. Work collaboratively and share information with internal colleagues and partner agencies to ensure the effective management of cases throughout the council.
7. Report any identified safeguarding concerns to the appropriate departments in accordance with policies and procedures and being part of investigation team and work with partnership with other agencies involved as necessary.
8. Take a lead role in assisting with safeguarding cases which are referred to the team for supporting information. Represent client/department at best interest/professional meetings and court hearings.
9. Significantly contribute to the development and delivery of effective strategies to ensure high performing customer focused services and continuous improvement in the delivery of services by the team.
10. Oversee administrative workflows, working with key stakeholders, partners and providers in order to feed into the improvement of systems and services. Be a leader for change and recommendations for change to managers.
11. Be responsible for the efficient preparation and production of timely and accurate routine and ad-hoc management information, in relation to all aspects of the team’s function, as required.
12. To provide cover for senior staff as and when appropriate and work with a degree of flexibility to perform tasks not specifically referred to above, but which are appropriate to the grade of this post.

This job description sets out the duties of the post at the time when it was drawn up.  Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.  Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage  |
| * Excellent written and verbal skills including influencing, discretion, negotiating and diplomacy
* Ability to use own initiative in undertaking tasks, prioritise own workload and that of others.
* Ability to analyse financial information.
* Problem solving skills.
* Ability to monitor quality and effectiveness of service to clients and achieve relevant targets and strategic objectives.
* Ability to establish and maintain own reference sources on appropriate guidance legislation and regulations
* An ability to disseminate information of a complex nature to a range of customers in an easily understood manner.
* Ability to make and explain complex decisions with reference to policy and guidance.
* Ability to manage constant and conflicting demands, often to meet tight deadlines.
* Ability to work constructively with colleagues, both internal and external.
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# Desirable key skills and abilities.

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| These criteria will be assessed at the application and interview stage  |
| * Coaching skills.
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# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview  |
| * Level 2 qualifications in Maths and English or able to pass a competency test.
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# Essential knowledge

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| These criteria will be assessed at the application and interview stage  |
| * Good all-round knowledge of working with vulnerable adults.
* Practice within safeguarding procedures.
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# Essential experience

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| These criteria will be assessed at the application and interview stage  |
| * Experience of supervising others.
* Experience of working in a multi-disciplined organisation.
* Experience in a job requiring accurate figure work.
* Experience of working with people with a diverse range of needs.
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# Other essential criteria

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| These criteria will be assessed at the application and interview stage  |
| * To work flexibly as part of a team.
* Change orientated and self-motivated approach to work.
* Seeks to continuously develop and promote professional/technical standards required by the job.
* Be able to travel to meetings across county as required.
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**Date (drawn up): May 2022**

**Name of Officer(s) drawing up person specifications:**

**Job Evaluation Reference: 10730**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |