LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Care Funding and Support Officer	**Grade:**	SO1
Reports to (Designation):	Care Funding and Support Operational Lead	**Grade:**	PO2
Directorate:	Family Help & Care	**Department:**	Children and Young People Services

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Main Purpose of the job:

To be the first point of contact for invoicing and payment-related queries for internal and external stakeholders.

To support the brokering of provision of goods and services for the care of children and families as requested by the social work staff and managers in Family Help & Care.

To utilise and maintain relevant systems ensuring timely supplier setup, payments and annual uplifts to carers, children, contracted providers and other stakeholders.

To maintain effective expense tracking, reconciliation and payments validation reports.

To ensure effective contract management, performance management, payments runs, management of overpayments and refunds, quality assurance and knowledge management through the development and maintenance of effective systems.

Summary of Responsibilities and Personal Duties:

1. Set up, input, action and monitor payments and expenses or other finance-related activities and mechanisms in relation to the care of children and families in Family Help & Care, Children and Young People Services.

2. Arrange payments to customers via prepaid cards, BACS transfer or other mechanisms ensuring proper accounting processes are adhered to and in accordance with Council financial regulations.
3. Raise Purchase Orders (PO's), complete Finance Request Forms (FRF), process invoices and be responsible for authenticating invoices and payments in accordance with the Council's financial procedures and regulations.
4. Use on-line or off-line purchasing, or contracting frameworks, and/or other agreed costing tools to source and price provision of goods and services and to negotiate with provider, involving users and carers as appropriate.

5. Ensure that service agreements and contractual documentation are in place, kept up-to-date for all service provision and recorded on relevant systems.

6. Assist with servicing and effective operation of all financial panels and access to resources, including business process, accurate record keeping on relevant systems and actions follow-up and tracking.

7. Take accurate minutes or notes at meetings, panels or other events (including more complex or sensitive situations), ensuring confidentiality is maintained at all times

8. Monitor and reconcile the prepaid card accounts and service user returns of direct payment receipts to ensure funds are used appropriately, flagging up any concerns about the way that funds are utilised by providing managers and operational staff with accurate, relevant and timely information to support operational control.

9. Complete and maintain a risk analysis of all direct payments to ensure that attention is focused on those payments that are a higher risk to the department's budget and/or may involve financial abuse or fraud.

10. Undertake Means-testing assessments and other finance/payment-related activities and provision of goods and services for fostering and for kinship carers.

11. Set up scheduled payments for all providers, respond to provider portal queries and raise any issues towards scheduled payments portal improvements.

12. Maintain accurate data for financial scrutiny, accurate reporting on activity, performance quality or outcomes of providers and service choices, validation and reconciliation purposes as requested by manager.

13. Create, maintain and update customer information on systems and databases using key systems such as EHM, LCS, ContrOCC.

14. Process all requests in a timely manner and in line with agreed processes, policies and procedures and follow correct procedures at all times.

15. Ensure suppliers, carers and colleagues follow procedures at all times in all Care Funding and Support activities.

16. Contribute to Care Funding and Support improvement projects as requested by manager.

17. Offer high-quality advice, information and support to social work staff, relevant internal teams, service users, carers, families and relevant others to enable payments in a timely manner and to encourage the right choice of service provision which suits the child's needs and care requirements.

18. Maintaining excellent working relationships with placements, fostering/SG, contract and commissioning roles; social work staff and healthcare leads; financial transaction team and finance and others to provide a seamless and co-ordinated process for children's care.

19. Be up to date with safeguarding children's policies and procedures, ensuring any concerns regarding safeguarding are recorded and escalated as appropriate.

Internal Contacts: Operational managers across the organisation (in particular from the Children and Young People Directorate), Finance Transactions Team, Finance, Performance & Quality

Assurance teams, Communications and other key corporate areas such as commissioning, ASC, Information Management and Technology Division, Transformation and Development team, Human Resources

External Contacts: External suppliers and providers of services and goods, children, families and carers and advocates, schools, the voluntary sector, IT systems maintenance

All employees are required to:

- Carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures
- Carry out duties with due regard to the Council's values and behaviours
- Participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.
- Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: **nil**

Title:	Grade	No of posts

Number of partially managed staff:

Title:	Grade	No of posts

PERSON SPECIFICATION

Job Title: Care Funding and Support Officer **Grade:** SO1

Department: Family Help & Care- Children and Young People's services

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	**S**
Understanding of how equality and diversity relate to this post	**S**
Knowledge	
knowledge of finance and payment-related activities, systems and processes in a social care context	**S**
Knowledge of financial procedures and relevant guidance or regulations	**S**
Knowledge of contracting, funding or purchasing arrangements for children's social care services	
Understanding of children's social care	
Knowledge of the principles of excellent customer care	
Aptitude	
Ability to research information and produce accurate management information in a range of formats	
Ability to work with minimal supervision, planning and organising a varied workload within a changing environment to meet tight deadlines on a day-today basis	
Ability to maintain discretion with dealing with confidential information	

Skills **Skills can only be used as shortlisting criteria if the skill is to be tested**	**(To Be Tested – T)**
Excellent ICT skills including good to advanced level in MS Office (for spreadsheets, databases, presentation and word processing)	T
Confident user of core business ICT systems (including but not limited to Controcc, Oracle, LCS, EHM and Microsoft packages)	T
Excellent verbal and written communication skills	T
Highly developed customer care skills, including an ability to deal sensitively with a wide range of customers and maintain good relationships with internal or external partners	
Highly developed organisational and time management skills	
Strong record keeping and administration skills	
Good negotiation and influencing skills	
Excellent interpersonal and communication skills	
Experience	
Experience in working with finance-related activities and area of children's social care	
Experience in working within a pressurised environment, prioritising and organising conflicting workloads	
Experience in working in a service environment where customer care is paramount	
Experience using and complying to protocols, complex frameworks or legislation to guide actions	
Experience of partnership-working in a busy work environment	
Experience of effective workload/case management	
General Education	
Good level of literacy and numeracy	
Good standard of general education	
Personal Qualities	
Commitment to improving the outcomes of children and families in a social care environment	
Teamwork focus	
Attention to detail	
Good reasoning and judgement	
Creative thinker and solution-focused	
Flexible approach to meeting the needs of the service	
Willingness to learn new skills	
High level of confidentiality, tact and sensitivity	
Responsive and customer-focused attitude to work	
Physical Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** [ ] **Standard** [x] **Enhanced** [ ]

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)