

Job Purpose

Under the direction of the Service Lead - Revenue & Benefits co-ordinate the delivery of an effective Social Care finance support service encompassing the administration of: Corporate Appointee/ Access to Funds, Non-residential care billing, Self-Directed Support & Residential Care financial assessments.

Date: October 2017

Job Title Senior Social Care Support Officer

Level 12

Service Revenues & Benefits

Job Description

Post Responsibilities:

* Under the direction of the Service Lead – Revenues & Benefits co-ordinate the work activities for a service area providing a clear sense of direction.
* Responsible for setting team objectives and monitoring and evaluating work practices in order to deliver services which meet set performance standards and statutory requirements.
* Ensure compliance with Financial Regulations, Standing Orders, performance standards, Council policies/procedures, Social Care charging guidance, Code of Conduct and corporate governance in line with organisational values.
* Contribute to the implementation of change and promote organisational values in order to deliver improved outcomes.
* Co-ordinate the activities of the team in relation to finance/administrative support for:
* Residential Care financial assessments;
* Self-directed support;
* Non-Residential care billing (including Children & Families payment process);
* Access to Funds/Corporate Appointees.
* Co-ordinate and facilitate the completion of responses to Freedom of Information requests and statutory returns in line with Scottish Government Financial and legislative requirements.
* Provide service specific advice and guidance to senior officers.
* Co-ordinate and facilitate the review and effective implementation of employee performance and development across the Social Care Support team.
* Co-ordinate the development and maintenance of financial information and control systems to facilitate effective financial management of resources.
* Play a substantive role in supporting the Service Lead – Revenues and Benefits to revise and implement operational structures to ensure improvements to service delivery.
* Deputise for the Service Lead – Revenues and Benefits as and when required.
* To undertake other duties, commensurate with grade, as may be prescribed by the Service Lead – Revenue and Benefits.

Possession of:

* Degree or equivalent recognised profession qualification, or appropriate substantive relevant experience.

Substantiated ability to:

* Meet the standards required under the Values and Behaviours of South Ayrshire Council
* Manage and deliver projects.
* Manage financial resources.
* Prioritise work and deliver results against agreed timescales

Demonstrable experience of:

* Operating at a senior level within a finance/administrative setting.
* Performance management and service improvement in a customer focused organisation.
* Excellent management skills and the ability to prioritise multiple tasks.
* Excellent communication, presentation, negotiation and influencing skills.
* Good interpersonal skills.
* Self-motivation, with proven leadership skills to lead and motivate others.
* Flexible approach to the discharge of the duties of the post.

Proven technical understanding of:

* Computer systems e.g Oracle Financials, Care First, Microsoft Office including Excel & Word.