

Job Profile

Position Details	
Post	Team Manager (Financial Assessments Adults and Children)
Service Area	Commissioning
Reports to	Head of Service – Brokerage and Quality Assurance
Grade	Scale PO3
Job Family	

Role Purpose
<ol style="list-style-type: none"> 1. Operational management and supervision of the Financial Assessment Team (adults and Children) 2. Responsible for interpretation and implementation of local and national care charging policy, statute, regulations (set out in the Care Act 2014 and Children's Act 1989 and 2004) and good practice in care charging matters, ensuring that the team properly deliver these to a high standard of accuracy and probity. 3. To work out contributions in line with the Council's Fairer Charging Policies, Charging Regulations and Accommodation Guidelines, Care Act 2014, Children's Act 1989 and 2004, Third Party Policy and offer practical assistance and advice with the relevant welfare benefit claim processes. 4. To maximise income for the local authority by advising, processing and monitoring of Deferred Payment Agreements as required for users of chargeable social care services as set out within the Councils' Deferred Payment Policy scheme. 5. To process Special Guardian allowance request requests in accordance with agreed policy on Adoption, Child Arrangement Orders and Special Guardianship, and procedures and ensure that adequate information is obtained about parents/carers to enable a financial assessment to be undertaken. 6. Play a key role in service improvement, charging policy direction and development, including relevant consultation, analysis, and research and benchmarking comparison.

Main Responsibilities
<ol style="list-style-type: none"> 1. To provide effective management and supervision of the Financial Assessment service and Team (adults and children), ensuring that financial assessments are completed in a timely, efficient and accurate manner, complying fully with the Council's charging policy, national care charging guidance, Department for Education (DfE) Means Test and statute. 2. To ensure the Council's income is maximised through efficient and accurate processing of caseloads, applying performance management techniques to monitor productivity and quality of staff work while working with the Councils Corporate Debt Management Team to actively reduce outstanding client debt. 3. To plan, organise and co-ordinate activity ensuring that all service areas within the team are adequately resourced, prioritised to enable them to perform to the required standard, responding promptly and effectively to conflicting priorities and shifting workloads.

4. To prepare and provide literature, guidance, information documents and expert opinion about care charges and financial assessment - and contribute to the development and review of policy and regularly update working practices in line with the department requirement.
5. To offer examination, analysis, assessment and interpretation of a range of financial information, including property ownership matters and apply financial assessment and care charging practice and procedure in complex and occasionally contentious matters using expertise and judgement.
6. To review service procedure and practice in relation to legislative and policy changes, and respond to first stage complaints about financial assessment, taking lead for managing complex and contentious cases.
7. To cultivate good working links with partner organisations, including the Department for Work and Pensions.
8. To develop and implement systems for monitoring financial assessment workflow and performance.
9. To assist with year-end closure e.g. processing accruals journals.
10. To demonstrate understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
11. To manage health and Safety aspects/issues, first aid/manual handling etc. in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc.
12. To have sound knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc.
13. To show understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
14. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Generic Team Manager Responsibilities for all Managers

Performance Management and Service Delivery

1. Prioritise and allocate work and manage service delivery in line with the objectives for the team.
2. Use management information and other forms of proactive managerial oversight to assess and assure team performance for quality and timeliness, taking any necessary corrective measures as soon as possible.
3. Work with the performance team to improve performance both qualitative and quantitative, as required.
4. Assess, manage and report risks.
5. Identify service gaps and benefits for changes, and resource implications.
6. Make recommendations to improve service delivery and performance.
7. Implement approved service improvements.
8. Collaborate and co-operate with managers across the Haringey Social Care system to make overall system improvements.

Professional / Technical Expertise

1. Maintain high levels of expertise in area, ensuring that services delivered are consistent with best practice, national and local guidance as well as occupational and professional standards, and follow agreed policy and practice.
2. Offer advice, guidance and support to staff and colleagues, as appropriate.

Safeguarding

7. Ensure that staff have a good understanding and awareness of Haringey Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence.
8. Ensure that 'Making Safeguarding Personal' is embedded into the work that is undertaken by workers and that best practice is modelled within the service area.
9. Fulfil the role and responsibilities attached to the managers safeguarding role within Haringey Adult Services.
10. Support partner organisations to understand and fulfil their roles under the care act in ensuring adults are safeguarded across community settings.

Financial Management

1. Be accountable to the Head of Service for the financial management and control of all allocated budgets.
2. Take responsibility for all team facilities, relevant equipment and resources.
3. Ensure that all services, delivered or procured, represent good value for money.

People Management

1. Act as a positive role model for the team by demonstrating Haringey's values
2. Manage the team and undertake the full range of management responsibilities for the whole employment cycle including recruitment, induction, probation, training/development and supervision.
3. Motivate the team to achieve performance standards and continuous improvement.
4. Hold regular 'My Conversation' mapping conversations with team members to set SMART objectives and to review and assess their achievement in line with Haringey Values
5. Hold regular team meetings, and ensure that the team are well informed, included and engaged in Council, Service and Team developments.
6. Ensure there is clarity of reasonable standards and expectations in the team and address capability and conduct issues as soon as possible using the formal capability and disciplinary procedures where necessary.
7. Develop a positive team spirit within the team and address any issues of concern as early as possible, resolving formal grievances as soon as possible where necessary.
8. Manage absence in line with the sickness monitoring procedure and promote well-being in the team.

Collaboration and Partnership working

1. Work with colleagues (internal and external) to contribute to effective joint working practices / integrated services to improve outcomes and maximise independence.
2. Work with the NHS to deliver integrated care and develop new ways of working across health and social care.
3. Working with internal and external partners (housing, public health, voluntary sector etc.) to provide holistic and joined up service provision for residents in Haringey.
4. Champion the role of social care and contribute to the new ways of working and service delivery through co-production and delivery.

Managing Diversity and Equality

1. Understand the effects of discrimination and exclusion of certain groups of service users and employees and demonstrate an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.
2. Undertake Equality Impact Assessment.

Health and Safety and Data Protection

1. Be aware of and comply with current Health and Safety regulations and Haringey Council's Health and Safety policy as they relate to the duties and responsibilities of the post.
2. Carry out all duties with due regard to the provisions of Data Protection legislation and the use of such data.

Additional Duties
1. Undertake any additional duties commensurate with the post as may be required by the Director, Chief Executive and Members of Haringey Council.

HARINGEY COUNCIL

Position Details	
Post	Team Manger (Advice and Financial Assessments)
Service Area	Commissioning
Reports to	Head off Service – Brokerage and Quality Assurance
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Criteria

These are the qualities we believe to be necessary to do this job. You should clearly evidence how your experience, knowledge and skills meet the criteria. The short listing decision will be based on an assessment of the evidence and examples that you provide against each of these criteria. The final assessment process will also seek to assess these characteristics.

Department: Commissioning		Section: Commissioning
Post Title: Team Manger (Advice and Financial Assessments)		Grade: PO3
	REQUIREMENTS	
	EDUCATION & QUALIFICATIONS	A/I*
	EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES	
E1	Detailed knowledge and understanding of legislative and contextual framework (Section 14 of the Care Act 2014) affecting the work of the team(s) acquired through experience in relevant / specific field.	A/I
E3	An understanding of the performance measures of maximising independence for the team(s) and the tools that are available to assure and improve standards of service delivery	A/I
E4	An ability to develop a maximising independence ethos in the team which identifies and builds upon strengths of service users, their families and community resources to enable independence to be maximised at each and every stage of the process	
E5	An ability to develop a customer service ethos in the team regarding service users and their families and carers so that services are communicated and provided to specified standards and enquiries and complaints are resolved in an effective manner reducing the need for further escalation	A/I
E6	Ability to manage and motivate a team of staff (which may be multi-disciplinary) to achieve team goals address performance issues using the Council's people management procedures and formal performance where necessary.	A/I
E7	An ability to identify opportunities for improvement and collaborate and co-operate with other managers as part of a 'one system' approach.	A/I
E8	Ability to control allocated budgets	A/I
E9	Proficiency in the use and understanding of IT and Information Management and data protection legislation.	A/I
E10	Ability to write clear and accurate reports to Senior Managers, Council committees and wider partnership reports and respond to FOIs.	A/I

E11	Ability to organise work and prioritise competing demands to meet personal and team deadlines, targets and objectives	A/I
	COMMITMENT TO EQUAL OPPORTUNITIES	
E12	Ability to adhere to the Council's Dignity for All policy.	A/I
	SPECIAL REQUIREMENTS (Delete or amend as appropriate)	
E13	This post requires an enhanced level of Criminal Records Bureau (CRB) Disclosure (Delete/retain)	A/I