**Adult Payment Monitoring Officer  
Job Description**

**Grade – Scale 5**

**Job Description**

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| Job Purpose |
| Working directly with care providers and council colleagues to ensure a comprehensive and effective care delivery monitoring and payment service is delivered on behalf of Adults Social Care. To ensure that the service is conducted in a professional way in accordance with the council’s financial regulations.  The post holder will be responsible for the reconciliation of payment for care services through Council IT systems. |
| Major Tasks |
| The following tasks are indicative of those that may be expected from the post holder and are not a complete list of those that a post holder may undertake  **Specific tasks listed below:**   * To confidently verbally and electronically correspond with care providers on all aspects relating to care delivered and the provider’s monitoring data being submitted by them for payment. * To confidently explain the Councils financial regulations and be familiar with the contract terms and conditions in which the provider is operating. * To ensure the prompt resolution of cases held within arbitration within the system to ensure payment to providers in a timely manner meeting agreed deadlines * To ensure that linked or suspended manual payments are reconciled promptly. * To liaise with Brokerage, Operational and Procurement colleagues in the case of all emergency care which has been provided to service users when there is no support plan in place. * The post holder will maintain close links with social work teams, and other agencies to ensure accurate and prompt data is received. * To monitor mailboxes and deal with, or refer, enquiries to relevant teams as necessary and to ensure that matters are dealt with in a timely manner. * To ensure that all standard operating procedures are adhered to and to write new ones if required. * To assist in the continuous improvement of the systems for the timely payment of care delivered and to make suggestions for improvements to colleagues and team leaders as soon as they come to mind * To assist in the provision of information to providers when requested. * To maintain up to date knowledge of the legislation, regulations and Council policies applying in this area. * The post holder may be required to undertake other duties as directed by the senior from time to time commensurate with the designation and grading of the post. * Observe and practice data security, confidentiality and integrity * To provide care delivery activity and financial information to support regional and local commissioning activities, as required   Maintain accurate records and keep data sheets up to date daily. |
| Contacts & Relationships |
| * Senior – support and team supervision * Colleagues – within the Service area and the Council * Service users, their Families and Carers being supported by contracted services as part of the quality monitoring process * Service providers - as part of the payment and care delivery quality monitoring process checking that care delivered matches commissioned care and managing any discrepancies within that process |
| Creativity |
| * The post holder will be expected to collate and prepare data for other officers to support straightforward and complex reports. This data will help others to evaluate the effectiveness of a service user’s care plan and to evaluate the quality of service delivered by specific care providers. * The majority of the post holder’s work will be governed by broad instructions but creative thinking will be required to progress their problem solving and data analysis activity |
| Decisions |
| * Decisions will be made within a framework of available options, making judgements about alternatives available for the provider. * Some decisions will directly impact on the lives of the most vulnerable members of our community and their families * The post holder will challenge care providers in relation to data received showing actual hours of care delivered against commissioned hours. The post holder will resolve these with the provider with the data received and working within the tolerances and business rules of the system. They will use their wider knowledge of the brokerage function to establish if other factors can help solve discrepancies and if not will refer to the Senior, Group Specialist or Social Work Colleagues * The post holder will be regularly monitoring and evaluating provider activity, producing reports to inform the business |
| Management & Supervision |
| * There are no direct supervisory responsibilities |
| Supervision Received |
| * The post holder will receive regular supervision and support from the Senior * Post holder works independently within a supervised remit as the IT system has set tolerances and business rules for variations. For any requirements outside this, the post holder will refer to/ consult with other members of the team and Business Systems Support. |
| Complexity |
| * The post holder will consult with providers, service users and their families, Social Workers and the team leader on a number of factors some complex in order for decisions on the welfare and safety of service users to be made. * The post holder deals with large volumes of routine work using a number of bespoke systems, they will be required to analyse large volumes of information and create robust valid reports to enable colleagues to recommission services as needed |
| Resources |
| * The post holder handles and processes information of a personally sensitive nature; namely the personal details of service users and their care needs * Responsible for processing and collating the Council’s financial resources * Responsible to accurate and timely reconciliation of data between case management and ECM systems to include but not limited to; LAS, Controcc & Provider Portal * Responsible for checking care visit data against contracts and resolving disputes where they do not match and passing for approval where they do match. |
| Impact |
| * The role supports the information flow to verify care visits have taken place, this information helps the council know that vulnerable people are safe and have been cared for appropriately in accordance with their care plan and in the time allocated. * The role provides data to professionals and practitioners to enable them to model the impact of their decision making when ensuring that vulnerable adults and young people are safe guarded in the borough * The role is the main operational link for payment of community care providers, services users and their families accessing social care services * The role is critical to the finance process flow for the end to end delivery of Adult Social Care * The role ensures scheduled payments are made to providers to keep a buoyant and sustained social care market place |
| Physical Demands |
| Office based, computer work. |
| Working Environment |
| * Fast paced environment with essential scheduled work for each day. * Can be occasional late working and weekend, bank holiday and concession day working. This is managed on a rota basis and will be classed as additional hours or time off in Lieu * Direct contact with service users /or carers who may be upset or cross with services that have been provided for their family member * Direct contact with providers who have financial disputes |
| Emotional Context |
| The Post holder does have regular contact with upsetting and or distressing matter when advising or supporting colleagues this will be reading detailed reviews of individual Safeguarding case records on Adults Social Care systems where manual checking is required to support an investigation or contract management issue. The post holder will occasionally talk with distressed family members or people receiving care where there has been a problem |
| Other |
| The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| Criteria | Standard |
| **Qualifications** | * A Level, NVQ 3 level or equivalent professional qualification * Evidence of commitment to continued professional and personal development |
| **Experience** | * Proficient user of IT data systems   Competent user of Microsoft Office programmes including Outlook, Word, Excel,   * Experience of working in a fast paced social services, health or voluntary/independent care sector * Experience of working within a similar working environment matching criteria to identified need * Experience of coordinating and tracking service delivery * Experience/awareness of contracts and contracting culture within a Care, education or Health environment. |
| **Knowledge** | * Knowledge of using databases and information gathering systems * Knowledge of social care recording systems LAS & Controcc * Understanding of contract arrangements |
| **Skills** | * Confidently able to work with providers, service users, & carers, and other professionals at all levels * Good communicator, comfortable with all communication media e.g. personal computers, telecommunications * Have a positive approach and be well motivated * Able to demonstrate well developed organisational skills,   with the ability to collate, interpret, and present statistics,  information and findings from personal work and research  in a meaningful way   * Demonstrate an ability to prioritise and schedule workloads * Able to demonstrate use of IT applications, including spreadsheets, word processing, databases and e-communication * Ability to work flexibly to meet regular deadlines |
| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. * Must have a positive attitude in all work situations and be pro-active in problem solving and able to revisit problems that may not be solved on initial contact. * Respectful of confidentiality issues * Willing to abide by the Council’s Equal Opportunities Policy in the duties of the post and as an employee of the Council and to promote non-discriminatory practices in all aspects of work undertaken *(standard entry for all Person specifications)* * The post-holder will work on their own initiative and manage and prioritise their own workloads * To work a flexible 37 hour week, this may include evening, week-end working and bank holidays |
| **Fluency Duty** | Aspects of this post have been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.  The officer is required to converse regularly with service users, families and suppliers and must be able to express themselves very fluently in complex situation to, relay legal information, negotiation of care packages whilst explaining policy and practise |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| Type of criminal records checks required for this post | Ticked as required |
| None |  |
| Basic Disclosure | x |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>