

Kent County Council

Job Description: *Resource Management and Accountability Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Older Persons and Physical Disability
Grade:	KR7
Responsible to:	Resource Management and Accountability Manager

Purpose of the Job:

Contribute to the aims of the Resource Management and Accountability (RMA) Function in overseeing and accounting for all non-staffing related expenditure relating to the Older Persons and Physical Disability division of Adult Social Care. Act as initial contact point for the RMA function, whilst being the lead Officer for protecting individual client finances, where required, and holding the case responsibility for all deceased clients who have an outstanding debt to the Council.

As delegated by the RMA Manager, help ensure that high-cost care packages yield best value, and support the process of determining how new and amended care packages and placements may be refined to minimise unnecessary expenditure if appropriate. Support accurate forecasting through resolving queries related to unbilled provisions and charges, carer support payments, overpayment recovery and the accuracy of information input to the directorate's Adult Social Care system

Main duties and responsibilities:

1. Contribute towards the co-ordination and completion of timely Collaborative Planning activity forecasts for non-staffing expenditure, ensuring consistency in the information provided and contributing to a proactive approach to anticipating and managing changes to the forecast, through a detailed understanding of operational pressures and practice, and unrecorded committed spend (for example provisional placements); whilst ensuring that all information relating to provision and/or charging has been recorded appropriately. Identify and resolve delays in provision approval and input.
2. Act as the RMA's first point of contact and case holder for "Finance Only" cases, working with the Client Financial Services team to manage queries and close cases promptly. Be responsible for all administrative work required to protect Service User finances (including Client Financial Affairs, Protection of Property and Court of Protection applications). Collect, collate and serve service user finance information as required, visiting the client's current place of residence where appropriate. Undertake Mental Capacity Assessments as required.
3. In conjunction with Senior Operational Managers, Finance and Performance teams, identify area and service trends, and practice issues that may be contributing to a controllable increase in spend, and then jointly determine the appropriate remedial action to be taken.

4. Provide input and visiting support to the management and resolution of complex debt cases; and resolve queries relating to invoicing and unbilled provisions. Minimise delays in applying charges for care where an assessed charge is applicable;
5. Monitor compliance with identified practice changes resulting from a high-level understanding of necessary responses to current spend and activity levels, and contribute to reporting on the success and impact of changes undertaken.
6. Support the process of challenging those placements and care packages that meet the criteria of being deemed “exceptions”, providing insight and guidance as to alternative courses of action that can be taken to minimise unnecessary spend or loss of income, whilst steering and negotiating with providers as required.
7. Contribute to ensuring that appropriate control mechanisms are in place and that review practice is applied consistently and in a way that maximises the opportunity to reduce costs if appropriate for: non-contracted placements; all temporary and permanent increases in costs to care packages; all exceptional urgent residential placements exceeding the expected guide price; and all instances where an increased level of support has been provided within residential placements.
8. Contribute towards the oversight of financial monitoring and recovery practice within Direct Payments to ensure that spend is controlled appropriately, and the opportunity to recover unused funds maximised.
9. Undertake a range of investigative tasks and queries relating to the aims of the Resource Management and Accountability function – for example providing synopses of case histories to aid decision making - and provide additional cover support to the Purchasing teams as resources and workloads dictate.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Level 3 qualification or relevant experience • GCSE Maths and English Grade A-C or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working as part of a team • Experience of working with providers and other agencies • Experience of working within Social Care • Experience of purchasing or arranging care packages • Experience of analysing and interpreting data • Experience of working with vulnerable service users
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to communicate effectively with people by telephone, in writing and in person. • Computer skills in a wide variety of Microsoft packages, particularly Microsoft Excel • Ability to organize and prioritise own workload • Ability to communicate with a range of people including providers, vulnerable adults and their representatives. • Ability to present a convincing alternative course of action to providers and colleagues. • Ability to understand and interpret large amounts of data, and translate findings into decipherable actions. • Ability to undertake Mental Capacity Statements • Interpersonal, organisational and administrative skills • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Demonstrate the ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence • Awareness of your own and others' health and safety • Ability to travel flexibly across a wide geographical area in accordance with the needs of the job • Ability to arrange services that are value for money and meet the client's needs • Ability to create, maintain and validate information in a range of formats. • Ability to identify issues with providers and escalate them appropriately. • Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends and evenings.

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Purchasing protocols • Understanding of the needs of vulnerable adults and their families. • An understanding of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act.
	<ul style="list-style-type: none"> • Knowledge of the county's debt management and charging policies, as well as an understanding of key benefit legislation. • Knowledge of the county's Direct Payments policies. • Knowledge of the directorate's Adult Social Care systems and, specifically, areas relating to provision, cost and authorisation. • Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation • Knowledge and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing • Compliance with information governance, data protection, record retention and confidentiality issues • Awareness of integrated working with partner agencies • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make