

Role Profile

Job Title:	Income and Recovery Officer
Location:	Colindale
Directorate:	Communities, Adults & Health
Grade:	G
Type of Working:	Hybrid
Reports to:	Team Manager (Customer Finance)

1. Job Purpose:

Work as part of a dedicated, multi-disciplinary team to review and process adult social care cases with an outstanding debt to the local authority and develop more effective process to prevent debt occurring and address it early. This role will be based within Customer Finance but will work across Multidisciplinary Teams with a focus on debt recovery arrangements.

2. Key accountabilities:

The key focus of this role is to ensure that both current and future debt recovery arrangements are fit for purpose, meet the councils financial policies and procedure, are compliant with our principles of strengths based working and support the work of social care professionals working with vulnerable clients and their families in situations where a debt has arisen.

This will be achieved in the following ways:-

- The post holder will review case notes and work with social care staff to understand a client's circumstances and case history, including reasons that they have got into debt with the authority
- Work with clients and their families / carers to resolve queries and arrange payments of outstanding debts. This will include phone calls and (often) home visits where appropriate.
- Complete or update financial assessments and setup ongoing payments arrangements to avoid future debts (include promotion of direct debit)
- Update case notes to ensure that they are accurate and support ongoing case management

- Support work to agree best working processes for the department and contributing to written policies and procedures
- Provide regular feedback to the Customer Finance Team Manager on the progress of their casework, escalating issues whereby there is a delay in recovery or other complexity requiring management oversight.
- Work closely with external agencies in respect of debt recovery activity ensuring that clients and their families have access to appropriate support in respect of debt recovery activity.
- Ensure that case information including financial information is up to date on Mosaic enabling the service to run reports on outstanding debt and track their recovery.
- Ensure that appropriate financial control procedures are in place and that restrictions around recovery arrangements as set out in policy are rigorously applied.

3. **Financial Responsibilities:**

The post holder will be responsible for supporting clients and their families in the effective administration and payment of outstanding debts to the local authority.

4. **Health and Safety Responsibilities (choose one option):**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. **Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. **Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. **The Council's Commitment to Equality**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to A-Level or equivalent professional experience.	Essential/Desirable	Application/Interview
Strong knowledge of the Care Act (2014) and financial regulations for Adult Social Care.	Essential/Desirable	Application/Interview
Experience, Knowledge, Skill & Ability		
IT Skills: Able to use a variety of Microsoft Packages including Word and Excel as well as Case Management and data and inputting systems to an intermediate level.	Essential/Desirable	Application/Interview
Project Management: Some experience of project management is helpful but not essential.	Essential/Desirable	Application/Interview
Finance: To have experience of working with complex financial systems inputting and analysing data. To be financially literate able to carry out manual calculations and reconciliations.	Essential/Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview

Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview