

Finance Support Officer JOB DESCRIPTION

Job Title:	<i>Finance Support Officer</i>
AfC Band:	<i>Band 3</i>
Directorate/Service:	<i>Finance (Adult Social Care)/ Client Affairs</i>
Accountable To:	<i>Lead Operational Manager</i>
Responsible To:	Senior Finance Officer
Base Location:	City Approach Eccles
On-Call Requirement:	No
AfC Job Code:	Add Job Code

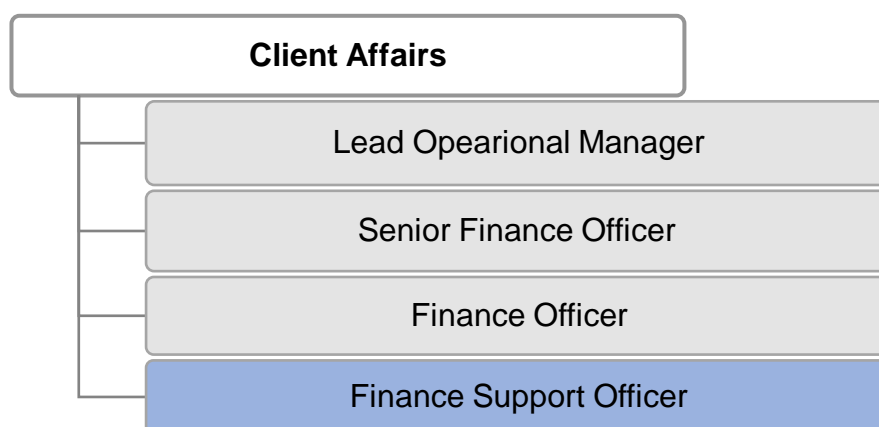
[!] Job code to be added if job banded after 05 October 2023. Job code must be provided by the people admin team. <delete this box>

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

Responsible for providing general administrative, client and visitor services on behalf of the Adult Social Care finance department. This includes the collection of accommodation charges for service users in residential/nursing care and homecare charges for service users within the community. Dealing with queries; responsible for completing financial assessments, calculating clients contributions for stays in residential care from the information provided; raising invoices to recover charges; carry out annual re-assessment of account charges and finalisation of accounts on death/discharge of service users; document printing and distribution; document scanning; photocopying; answering phone calls.

Key Role and Responsibilities

The post holder will work as part of a team to provide details of charges for residential/nursing and home care within Adult Social Care

- Calculate care charges for service users
- Setup payment methods to recover charges, either by standing order or invoice
- Finalise cases on death or discharge
- Carry out annual reassessment of charges
- Provide advice and deal with any queries regarding financial assessments

Communications and Relationships

The post holder is required to perform reception – type duties ensuring that patients, visitors and colleagues are at all times treated with dignity and respect, exercising discretion and maintaining confidentiality.

Analytical and Judgmental Skills

The post holder will be required to undertake basic data management activities including entry of financial information on the Trust's financial systems or recording financial information on spreadsheets or other electronic forms. The post holder will be required to use own judgement involving straightforward decisions, if a service user has all relevant paperwork to show they are entitled to any refunds for residential care charges, the post holder will be expected to properly reimburse the service user and accurately record the amounts paid on the finance systems.

Planning and Organisational Skills

The post holder will be required to plan their own workload to ensure that deadlines set and agreed with the Principal and Senior Finance Officer are met. The post holder will

be required to deal with service users, visitors and colleagues queries on a face to face basis and give priority within their workload.

Physical Skills

The post holder will be required to use PC, keyboard and mouse on a daily basis. The post holder will be required to use photocopiers, scanners as required.

Responsibility for Patient Care

The post holder will be required to have day to day contact with service users, family members to recover residential charges for people in residential care. The post holder will be required at all times to be courteous, polite and helpful.

Responsibility for Policy/Service Development

To provide support advice and guidance to social workers on calculation of residential/nursing charges To assist with monitoring, implementing and reviewing systems and processes re assessments and payment methods

Responsibilities for Financial and Physical Resources

The post holder will be responsible for handling cash and validating the authenticity of vouchers for reimbursement claims The post holder will be responsible for the recording and safekeeping of service users valuables handed over to Client Affairs. The post holder may also be required to assist in validating claims for petty cash made by authorised Trust staff, recording and reconciling the petty cash floats and assist in reviewing and checking petty cash floats held.

Responsibilities for Human Resources

Undertake continuous professional development via a personal development plan Undertake and maintain all mandatory training Prepare and attend regular 1:1 supervision with the manager Prepare and attend regular team meetings

Responsibility for Information Resources

The post holder will be required to use a range of information technology resources including SAP and Carefirst, patient appointment system and a range of Microsoft packages at a basic level

Responsibilities for Research and Development

To provide information to social workers to ensure compliance of current paperwork for residential/nursing charges

Freedom to Act

The post holder will be supervised at all times and will be required to work within standard operating procedures

Partnership Working

The post holder will be required to work flexibly to support other colleagues in the Trust and will involve doing work suitable for the post holder's grade and qualifications as requested for other members of the finance department.

Equality and Diversity

The post holder will have a general duty to ensure compliance with policies on equality and diversity

Making Every Contact Count

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing Staff should use their interactions with the public to give them additional advice on health and wellbeing Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Health & Safety

The post holder will have a general duty of care in relation to health and safety matters including a need to take personal responsibility for ensuring mandatory training is completed and up to date You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

PERSON SPECIFICATION

Job Title:	<i>Finance Support Officer</i>
AfC Band:	Band 3

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <i>GCSE or equivalent English and Maths</i> 	
Professional Registration	<ul style="list-style-type: none"> <i>Not applicable</i> 	
Knowledge, Training, Skills & Experience	<ul style="list-style-type: none"> <i>Must be presentable, polite, friendly, courteous and understand the need to treat service users, visitors and colleagues with dignity and respect at all times</i> <i>Must have good oral, verbal and written communication skills.</i> <i>Show an ability to manage their time effectively producing work that is of a high quality accurate and well presented</i> <i>Demonstrate a commitment to working as part of a team</i> <i>Experience of using Microsoft Excel and Word</i> <i>Experience of using a Finance System</i> 	<ul style="list-style-type: none"> <i>Customer Service experience</i>

Physical & Mental Requirements

Physical effort

Periods of sitting at VDU and meeting service users in reception

*Mental effort:
Periods of long concentration spent on VDU*

Emotional effort

Required to deal directly with staff, patients and general public and to enforce Trust and NHS rules on receipts and payment terms.

Working condition

Uses keyboard for a significant proportion of the day

Office conditions

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE	Have a voice and act with integrity and honesty.

We speak up and find ways to be even better.	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection

Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.

Equality and Diversity

All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.

Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:

- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.