Portsmouth
CITY COUNCIL

Debt Support Officer - Adult Social Care

Band: 7, **Salary:** £33,119 - £37,562 p.a.

37 hours per week - Monday - Friday

This role is a visiting role and does support hybrid working, however office attendance is required minimum 2-days a week for full-time staff, this remains flexible, subject to business needs.

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

Every post is subject to PCC and Portsmouth Safeguarding Adults Board safer recruitment procedures**.**

The Service

Situated within the Finance and Information Services directorate providing a first-class service to Adult Social Care and their clients. The ASC Debt Support Officer is part of the Financial Assessments, Income and Recovery Team, assisting and supporting Adult Social Care clients who find themselves in financial difficulties.

Taking a holistic approach in dealing with money matters and supporting clients in finding the most effective way to regain control of finances and become debt free.

Due to the vulnerability of this client base this role requires an empathetic debt recovery approach, working closely with clients, their representatives, Adult Social Care professionals and the Financial Assessments and Benefits team.

As a service, we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working, if they reflect how you are and how you work then this could be the role that meets your expectations.

What is the role?

The primary role is to recover monies owed to Portsmouth City Council from the non-payment of Adult Social Care charges. Given the vulnerability of the client this requires a supportive and inclusive approach to debt recovery.

You will manage an individual caseload of clients in varying levels of financial difficulties, visiting clients and/or client's representatives in their own homes, residential homes, day centres or anywhere necessary.

There will also be an expectation to provide front line customer service by receiving calls from clients and/or their representatives, taking payments, dealing with queries in relation to care charges and raising disputes with care providers.

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You will apply a holistic approach to financial hardship and debt recovery, ensuring welfare benefits are maximised, charges levied are affordable and payment arrangements proportionate.

To collect information, which affect client's financial assessment, assist and provide budgeting advice to prevent further debts.

Support and empower clients and their representatives with long-term debt solutions, signpost and refer to other professional bodies.

To highlight any concerns for client's well-being or additional care needs and to signpost and refer to other professional bodies if issues are identified that are not pertaining to debt.

To provide professional, accurate and timely recovery of Adult Social Care debt, ensuring client wellbeing is considered throughout.

In addition, you will identify any potential risk(s) such as financial abuse and instigate appropriate safeguarding measures to ensure that all clients have the same quality service. You will also identify potential capacity issues, referring to Adult Social Care to ensure client's future finances are protected and vulnerable clients are not at risk.

Observe all Health and Safety rules and take reasonable care to promote the health and safety of themselves and others.

Who is the person?

You need:

1. To have experience in working within a front-line service and excellent customer service skills.

2. An understanding of the chargeable services provided by Adult Social Care

3. An understanding of the Care Act 2014 and how this underpins ASC charging frameworks

4. Experience in Debt recovery procedures, recovering debt and techniques

5. An understanding of financial billing and invoicing procedures.

6. Experience of account reconciliation.

7. Experience in giving Debt, Budgeting and Welfare benefits advice.

8. To have the ability to form good relationships with internal and external customers & provide a first-class service.

9. Strong negotiation skills.

10. Have excellent attention to detail.

11. Strong analytical skills with the ability to interpret complex financial information, evidence and data.

12. To be competent in the use of large finance systems and proficient in the use of Microsoft word, excel, outlook and teams.

13. Excellent verbal and written communication skills, including excellent letter writing and report preparation. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

14. Have empathy, sensitivity and integrity when dealing with clients.

15. The ability to work on own initiative and plan and prioritise work whilst working to deadlines.

16. A flexible approach to work is essential.

17. The ability to work in the best interests of the team.

18. An understanding of Data Protection and keeping data secure is vital.

19. The ability to drive would be an advantage or be confident in the use of public transport to enable you to fulfil the duties of the post. You will be expected to travel around the city to visit clients in their homes.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.