

## **ASC Income Co-ordinator**

**Salary: Band: 6, £28,239 - £32,061**

**37 hours per week**

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.

### **The Service**

The ASC Income Team sits within the Finance Directorate and plays a vital role in supporting the Adult Social Care service and their clients. Our work ensures financial processes in relation to Adult Social Care run smoothly; essential income is collected and recovered for PCC whilst ensuring ASC clients receive the support they need.

The team is made up of several specialist areas, including:

- **Financial Assessment and Benefits Team**
- **ASC Billing**
- **ASC Debt Recovery Team**
- **Direct Payments Team**
- **Client Financial Protection 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.

### **What is the role?**

To provide technical, financial and specifically skilled administrative support to the Adult Social Care Income Team.

The role will involve working within a busy team providing a front-line customer service to a range of vulnerable Adult Social Care clients.

As an ASC Income Coordinator, you'll play a key role in keeping our financial processes running smoothly.

Day-to-day responsibilities will include:

- Managing regular administrative tasks, such as taking calls and handling client queries by phone, email, or in person
- Carrying out several billing tasks, including taking payments over the phone, raising disputes and applying payments and credits to client accounts
- Reconciling client accounts to ensure clients and/or their representatives understand the client charges raised and ASC invoices are accurate each month
- Taking queries and booking appointments in relation to financial assessments
- Responding to enquiries received by post, telephone or face-to-face
- Processing incoming and outgoing mail through the use of email and/or paper correspondence,
- Typing and sending letters
- Maintaining records and files (electronic and paper)
- Any other duties required appropriate for the post.

This is a varied and rewarding role where attention to detail is essential and great communication skills make a real difference to the people we support.

The role will require the daily use of various electronic systems such as "ContrOCC" the ASC Finance system and "Fusion" the Corporate Finance system to view client records, book appointments, deal with queries both internally and externally, reconcile client accounts and ensure the client is being charged correctly for their Adult Social Care services.

**This role will be solely based at the Civic Offices 5 days per week while you learn and develop the skills required. Once you're fully competent in all aspects of the role, the option of hybrid working could be explored — balancing flexibility with the needs of the service.**

### **Who is the person?**

You need to have:

1. An understanding of the Care Act 2014 and the financial assessment and charging process for adults in receipt of Social Care Services.
2. An understanding of the Mental Capacity Act 2005 and the different legal powers available to manage someone's finances.
3. Excellent customer service skills, with experience of dealing directly with vulnerable citizens.
4. Experience of working in a finance environment, raising invoices and taking payments.
5. Experience of account reconciliation between multiple finance systems.
6. A strong attention to detail is essential.
7. An excellent telephone manner and the ability to modify communication techniques to meet the needs of vulnerable clients.
8. The ability to negotiate and mediate between vulnerable citizens and care providers in Portsmouth.
9. Experience of dealing with external providers and dealing with complex system issues.
10. Excellent written communication skills, including excellent letter writing and note taking skills.
11. Strong IT skills, including experience of using Microsoft Office applications, and being confident with the use of technology.
12. Working experience of office procedures and professional conduct.
13. Good analytical skills.
14. A high standard of literacy and numeracy.
15. The ability to work on own initiative and plan and prioritise work.
16. The ability to work with limited supervision.
17. A positive outlook and a flexible approach to work.
18. The ability to work in the best interests of the team.
19. The ability to produce accurate work, giving attention to detail.
20. The ability to work under pressure & to deadlines.
21. A full appreciation of equalities & customer care
22. A solid understanding of GDPR and how to work within this legislation.

### **Additional information:**

When completing your application, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. **Please do not just send in a CV.**

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being

transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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