

FINANCE OPERATIONS

MPR2	Job Title: Income, Payment and Debt Assistant		
Duties: - To support Adult Social Care by providing an efficient and effective service, including assisting with the producing and printing of the four weekly invoices, payments to care providers and debt monitoring service. Running appropriate debt reports, setting up direct debits and making contact through telephone, letter and face to face, assisting on debt visits when required. Request probate, land registry, Lasting Power of Attorney and Deputyship searches. - Deal with queries from providers/clients or their representatives and prepare relevant correspondence as necessary. Print remittances for providers and print a large quantity of client invoices. Ensure a sensitive, accurate and quality service is always provided to internal and external customers. - Maintain accurate records, ensuring client files are kept up to date and relevant actions diary dated. Input data to the relevant ICT system and undertaking reconciliation activities if required. Covering the daily tasks for the team within the office to enable colleagues to attend client visits.			
Level A (Developing)		Level B (Practising)	Level C (Accomplished)
Required for this level		In addition to level A	In addition to levels A and B
<u>Qualifications</u> A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English		<u>Qualifications</u>	<u>Qualifications</u> Evidence of ongoing continuous professional development (CPD)
<u>Evidence requirements:</u> Certificates provided during recruitment		<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> - An awareness of confidentiality and data protection procedures. - An awareness of equality, diversity and inclusion		<u>Knowledge</u> - An awareness of policies and legislation relevant to the service. - A good understanding of the procedures and practices relevant to the service area and own area of work.	<u>Knowledge</u> - An understanding of GDPR legislation and best practice in relation to information sharing. - A broader understanding of the procedures and practices across the team at this level.
<u>Evidence requirements (knowledge):</u> - Describe your understanding of GDPR and how you have applied best practice in your role. - Describe your understanding of equality, diversity and inclusion and provide a practical example to demonstrate your understanding.		<u>Evidence requirements (knowledge):</u> Provide 2 examples demonstrating how key legislation and policies such as The Care Act 2014 Section 14 – Charging for Care and Support, Section 17, Financial Assessment, Section 69 Recovery of Charges, Section 70 Transfer of Assets to avoid charges, Schedule 1 Deferred payment agreements, and Medway Council charging policy and ASC debt recovery policy apply to your role.	<u>Evidence requirements (knowledge):</u> - Provide 3 examples to demonstrate your understanding of the 7 principles of GDPR and best practice in relation to information sharing. - Demonstrate your understanding of a range of procedures and practices you have used in your role. Provide details of the policy and/or procedure, explain why they are used, how they have been applied and what you have learned from using them.

	Provide 2 examples to demonstrate your understanding of the procedures and practices relevant to the service area and own area of work.	
<u>Experience</u> - Experience of providing administrative support to a team. - Experience of undertaking routine data entry with care and accuracy.	<u>Experience</u> - Experience of supporting with printing multiple copies of documents. - Experience of dealing with confidential and sensitive data.	<u>Experience</u> - Experience of analysing information and considering alternative solutions. - Experience of providing a comprehensive administrative and/or customer support service. - Experience of updating records on electronic filing systems.
<u>Evidence requirements (experience):</u> - Describe your experience of providing administrative support to a team and an example of how you have supported others in your role. - Provide an example where you have used data entry in your role and how you ensured information was entered accurately.	<u>Evidence requirements (experience):</u> <i>Minimum of 12 months experience at level 2A for career progression applications, evidenced by HR records and/or performance appraisal documents.</i> - Provide 2 examples evidencing how you supported a team or colleague with printing multiple copies of client charging invoice and all other administrative tasks within the service. - Provide a reflective account to demonstrate how you manage sensitive data, and how you ensure accuracy.	<u>Evidence requirements (experience):</u> <i>Minimum of 24 months experience at level 2B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> - Provide 3 examples where you have analysed information and considered alternative solutions i.e. Provide examples of how you investigate records in mosaic including the financial assessment, the purchased services in mosaic, my plan and integra to respond to clients or their representative who contact the council with questions about why they are being charged. - Provide 3 examples where you have provided a comprehensive administrative service. - Provide 3 examples to demonstrate where you have accurately / correctly updated records on electronic filing systems.
<u>Skills</u> - Proficient use of Microsoft Word, Excel, Teams and Outlook. - Effectively exchange basic information, both orally and in writing. - Ability to always maintain confidentiality. - A flexible approach and team player.	<u>Skills</u> - Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders. - Ability to organise and prioritise workload to achieve deadlines. - Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.	<u>Skills</u> - Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. - Ability to demonstrate commitment to equality, diversity and inclusion.
<u>Evidence requirements (skills):</u> - Competent user of ICT software packages, e.g. able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. - Oral and written skills to be evidence through application and interview. - Provide an example of how you maintain confidentiality in your role and the steps you take to prevent any breaches. - Provide an example where you had to adapt quickly to a change and collaborate with others to successfully achieve a shared goal.	<u>Evidence requirements (skills):</u> - Provide 2 written manager observations that demonstrate your ability display strong interpersonal skills and a confident, professional telephone manner. - Provide 2 examples to demonstrate the approach you take and the tools or systems you use to organise and prioritise workload to achieve deadlines. - Provide 2 examples of the computerised and manual filing systems you have used. Describe how you manage confidentiality and security of those in line with GDPR principles and Data protection, and how you maintain accuracy	<u>Evidence requirements (skills):</u> - Provide 3 examples to evidence your ability to work independently, requesting support and guidance where required. E.g. a client disputes a charge and presents legal documents, a contested power of attorney, you understand the 7 GDPR principles and the limitations of your role and refer to your line manager for advice. - Provide 3 practical examples to demonstrate your commitment to equality, diversity and inclusion. This could be how you treat people fairly, challenged discrimination, adapted your approach to meet diverse needs, made communication accessible etc.

	through archiving, audit etc.	
--	-------------------------------	--

MPR3	Job Title: Income Officer	
Duties: • Liaise with individuals who require care, and Senior Practitioners and Social Workers to source, arrange and amend packages of care, placements in residential and nursing homes and supported living services. • Work closely with commissioning to identify gaps in the market and the provider quality assurance team to address any quality concerns that are brought to their attention. • To negotiate with providers to arrive at a fair cost of care. • To adhere to the policies and procedures set out to ensure that appropriate standards are met and value for money is achieved in the procurement and delivery of services.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> • A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	<u>Qualifications</u>	<u>Qualifications</u> • Evidence of continuous professional development.
<u>Evidence requirements:</u> • Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> • CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> • Awareness of the Care Act 2014, Mental Capacity Act 2005, Department of Work and Pensions (DWP) legislation and safeguarding policies and processes. • Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations. • Working knowledge of financial procedures relating to income, payment, debt and direct payment monitoring teams.	<u>Knowledge</u> • Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes. • Knowledge and understanding of GDPR. • A good understanding of equality, diversity and inclusion. • Knowledge of MOSAIC and Integra.	<u>Knowledge</u> • Detailed knowledge of ASC Charging and Debt Policy. • Detailed knowledge of client care charging account reconciliation. • Demonstrable knowledge of safeguarding vulnerable adults’ policies and processes.
<u>Evidence requirements (knowledge):</u> • Describe your understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and provide an example of how you have applied this knowledge in practice. • Describe your understanding of information governance, record retention, confidentiality issues and GDPR, and an example of how you have applied this in practice. • Provide an example where you have applied financial procedures relating to income, payment, debt and direct payment monitoring.	<u>Evidence requirements (knowledge):</u> • Provide 2 examples that evidence how you have applied the Care Act 2014, the Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes in your day-to-day work. • Provide 2 examples that evidence how you applied the 7 principles of GDPR in your day-to-day work.	<u>Evidence requirements (knowledge):</u> • Provide 3 examples where you have clearly used your detailed knowledge of ASC Charging and Debt Policy in your role. • Provide 3 examples where you have applied your detailed knowledge of client care charging account reconciliation, specifically in relation to Adult Social care Charging Framework, Accounts and reconciliation procedures and how to analyse and verify invoices for accuracy, reconcile payments made to care

	• Provide 2 examples that evidence how you have applied equality, diversity and inclusion in your day-to-day work. i.e. Communicating clearly and respectfully with diverse clients, supporting clients with disabilities or cognitive impairments, being sensitive to cultural and religious needs, promoting inclusive access to services and challenging discrimination or bias. • Provide 2 examples to evidence your deep practical understanding of how Mosaic and Integra systems function and how to use them effectively in your role.	providers with client contributions, identify and resolve discrepancies in accounts, maintain accurate financial records and audit trails • Provide 3 examples to highlight your knowledge of safeguarding vulnerable adults. Specifically, your understanding of the principles of safeguarding adults under the Care Act 2014 recognising signs of abuse or neglect, especially financial abuse or exploitation, how to respond appropriately if a safeguarding concern is disclosed or suspected. and how you have applied this in your role. Your understanding of how financial hardship, debt or confusion about charges may be an indicator of wider safeguarding issues.
Experience • Experience of working with a large volume of data in excel.	Experience • Demonstrable experience of providing general information, advice and guidance on internal policies and procedures relating to adult social care charging and interpretation of these in relation to specific circumstances. • Demonstrable experience of thoroughly analysing information, considering alternative solutions, adapting to new ways of working. • Experienced in the use of Mosaic and Integra.	Experience • Experience of supporting the induction process for new or less experienced members of the team. • Experience of advising other teams on the income and debt process. • Demonstrable experience of providing clients with tailored account breakdowns enabling them to understand how the balance on their account has accrued. • Demonstrable experience of negotiating affordable payment plans with clients or their financial representative.
Evidence requirements (experience): • Provide a practical example where you have been required to work with a high volume of data using excel.	Evidence requirements (experience): <i>Minimum of 12 months experience at level 3A for career progression applications, evidenced by HR records and/or performance appraisal documents.</i> • Provide 2 examples where you have provided advice and guidance relating to adult social care charging. • Provide 2 examples where you have thoroughly analysed complex information, consideration alternative solutions, and successfully adapted to a new way of working. Describe the situation, the actions you took and the outcome. • Provide a range of examples to demonstrate your experience of using Mosaic and Integra within your role.	Evidence requirements (experience): <i>Minimum of 24 months experience at level 3B for career progression applications, evidenced by HR records and/or performance appraisal documents.</i> • Provide 3 examples where you have supported the induction of less experienced members of the team and advised other teams on the income and debt process. • Provide 3 examples where you have advised other teams on the income and debt process. Describe the context and outcome. • Provide 3 examples where you have provided clients with tailored account breakdowns, explain how you know they understood the information they were presented or how you have tailored the communication to help them understand. • Provide 3 examples where you have negotiated affordable payment plans with clients or their financial representative. Outline your approach and outcomes.
Skills • Proficient use of Microsoft Word, Excel, Teams and Outlook. • Ability to carry out a range of tasks and understand the procedures associated with them.	Skills • Good communication skills with the ability to present complex information in an understandable way. • Ability to demonstrate excellent customer care skills, with experience of adapting services, where possible, to meet	Skills • Ability to demonstrate an understanding of how teams work with other services and take a proactive approach towards helping others.

• Ability to use equipment provided and possess the written and numerical skills needed to compile straight forward reports correspondence and calculations. • Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team. • Ability to effectively manage your workload including prioritising work and delivering outcomes within defined timescales.	customer needs and can take the initiative to work with other agencies where necessary. • Ability to build strong relationships with the team but also with stakeholders and customers. • Demonstrable experience of planning ahead and having the ability to respond positively to change. • Ability to monitor the effects of decisions, taking account of risks and being prepared to take ownership of actions, and modify own and others work practices where necessary. • Provides professional complaint responses within specified timescale. • Ability to demonstrate compliance with Data protection and GDPR.	• Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs. • Ability to show sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.
Evidence requirements (skills): • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Provide examples of a range of tasks you have undertaken in a similar role, adhering to procedures. • Provide an example where you have used written and numerical skills to present a report including financial costings. • Provide examples where you have used a range of communication methods to convey information. • Describe how you prioritise your workload ensuring timescales are adhered.	Evidence requirements (skills): • Provide 2 case examples to demonstrate how you have effectively communicated with others and presented complex information such as complete breakdown of a client account over a period of years where, the chargeable amount has varied that has been reconciled in an understandable way. • Provide 2 examples where you have considered adapting services to meet customer needs, including at least 1 example of working with other agencies. • Provide a minimum of 2 examples to demonstrate your ability to build strong relationships with the team but also with stakeholders and customers. • Provide 2 examples where you have needed to plan and respond positively to change. • Provide 2 case examples where you have monitored the impact of decisions, taken account of risks and taken ownership of actions. For example, where a client has contacted you regarding an incorrect charge and you have sought to resolve the issue by contacting the financial assessment team and Brokerage Team to investigate and resolve the issue and feed back to the client. • Provide 2 examples where you have supported or contributed to the resolution of complaints, ensuring responses were delivered within the required timescales. i.e. email correspondence with the complaint responder, complaint response notification sent via SCCM. • Provide 2 case examples to demonstrate how you ensure you comply with Data protection and GDPR in your day-to-day work.	Evidence requirements (skills): • Provide 3 examples to demonstrate your understanding of how teams and other services work together and where proactive assistance has been provided to colleagues. • Provide 3 examples to demonstrate: (a) how you maintain composure and effectiveness in challenging situations and steps (b) how you seek opportunities for growth and identify personal development needs. • Provide 3 case examples where you have made well informed decisions to resolve a problem in complex situations.

MPR3	Job Title: Direct Payment Monitoring Officer	
Duties: - To monitor and reconcile financial accounts received from Direct Payment recipients, checking that usage complies with policy. - Adhere to Medway Council Debt process, applying technical knowledge of legislation and policy where necessary to undertake investigations into service users who fail to repay their surplus funds/contribution. - Contribute to safeguarding vulnerable adults’ meetings, where financial abuse is suspected to have taken place from the direct payment bank account.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	<u>Qualifications</u>	<u>Qualifications</u> Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> - An understanding of adult social care. - An understanding of safeguarding vulnerable adults. - Working knowledge of financial procedures relating to direct payments.	<u>Knowledge</u> - Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes. - Demonstrable knowledge of direct payments and Personal Budgets legislation and guidance. - Understanding of financial liabilities when employing care staff directly.	<u>Knowledge</u> - Demonstrable knowledge of ASC Charging and Debt Policy and Direct Payments. - In depth knowledge of the Direct Payment audit process and requirements.
<u>Evidence requirements (knowledge):</u> - Describe your understanding of adult social care and how this applies to the role. - Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns. - Describe how you have applied financial procedures relating to direct payments.	<u>Evidence requirements (knowledge):</u> - Provide 2 examples that evidence how you have applied the Care Act 2014, the Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes regulations in your day-to-day work. - Provide 2 examples where you have applied your knowledge of direct payments and Personal Budgets legislation and guidance. - Provide 2 examples where you have applied your understanding of financial liabilities when employing care staff directly.	<u>Evidence requirements (knowledge):</u> - Provide 3 examples to demonstrate where you have applied your knowledge of ASC Charging and Debt Policy and Direct Payments. - Provide 3 examples to demonstrate where you have applied your in-depth knowledge of the Direct Payment audit process.
<u>Experience</u> Previous experience of working in financial administration.	<u>Experience</u> Demonstrable experience of providing general information, advice and guidance on internal policies and procedures	<u>Experience</u> Experience in supporting the induction of new members of the team and advise other teams on the DP audit process.

	• Demonstrable experience of thoroughly analysing information to conclude an audit. • Demonstrable experience in the use of Mosaic and Integra.	• Demonstrable experience where you have used initiative to investigate and identified suspected unauthorised expenditure • Demonstrable experience of negotiating affordable payment plans with clients or their financial representative. • Experience of preparing global reports for health colleagues
Evidence requirements (experience): • Provide a brief description demonstrating your experience of working in financial administration.	Evidence requirements (experience): <i>Minimum of 12 months experience at level 3A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 2 examples to demonstrate your where you have provided general information, advice and guidance on internal policies and procedures relating to adult social care charging and interpretation of these in relation to specific circumstances. • Provide 2 examples where you have analysed information to conclude an audit. • Provide 2 examples to demonstrate your knowledge and experience of using Mosaic and Integra.	Evidence requirements (experience): <i>Minimum of 24 months experience at level 3B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 3 examples where you have supported the induction of new members of the team and advised other teams on DP audit process. • Provide 3 case examples where you have identified suspected unauthorised expenditure and acted upon concerns. • Provide 3 examples where you have negotiated affordable payment plans with clients or their financial representative. • Provide 3 case examples where you have prepared global reports for health colleagues showing detailed analysis of patient's usage of direct payments.
Skills • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Ability to carry out a range of tasks and understand the procedures associated with them. • Ability to use equipment provided and possess the written and numerical skills needed to compile straight forward reports correspondence and calculations. • Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines.	Skills • Excellent communication skills with the ability to present complex information in an understandable way. • Excellent customer care skills with experience of adapting services where possible to meet customer needs and can take the initiative to work with other agencies where necessary. • Ability to prepare individual reports and the analysis of Direct Payment spend, monitor usage and reconcile account balances.	Skills • Ability to demonstrate and understanding of how teams work with other services and take a proactive approach towards helping others. • Ability to identify and act on own development needs.
Evidence requirements (skills): • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Provide examples of a range of tasks you have undertaken in a similar role, adhering to procedures. • Provide an example where you have used written and numerical skills to present a report including financial costings. • Describe how you prioritise your workload ensuring timescales are adhered.	Evidence requirements (skills): • Provide 2 case examples to demonstrate how you have effectively communicated with others and presented complex information in an understandable way. • Provide 2 examples to demonstrate where you have adapted services to meet customer needs and worked with other agencies, where necessary. • Provide 2 examples where you have prepared individual reports and analysed the Direct Payment spend, usage and reconciled account balances.	Evidence requirements (skills): • Provide 3 examples to demonstrate your understanding of how teams and other services work together and where proactive assistance has been provided to colleagues. • Provide 3 examples to demonstrate how you seek opportunities for growth and identify personal development needs.

MPR4	Job Title: Senior Debt Management Officer	
Duties: - To be responsible for the administering and collection of the ASC Debt Recovery Section in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council. - To train and develop the Debt Recovery Team members as well as other staff within the Financial Operations Team. in respect of legislation, systems and procedures concerning the ASC Debt Recovery process to maintain a good service to our customers. - To provide expert advice concerning the administration of payment plans and ASC debt recovery - To represent the Council at the Magistrates/County court. - Maintain up to date knowledge of legislative changes in the Care Act, with regards to the recovery of ASC Debt.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	Qualifications	Qualifications Evidence of ongoing continuous professional development.
Evidence requirements: Certificates provided during recruitment.	Evidence requirements to progress to level B:	Evidence requirements to progress to level C: CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge - Understanding of the welfare benefit system. - Detailed knowledge of client care charging account reconciliation. - Awareness of ASC debt policy and processes. - Awareness of safeguarding vulnerable adults.	Knowledge - Demonstrable knowledge of ASC debt policy and processes. - Demonstrable knowledge of safeguarding vulnerable adults. - Comprehensive knowledge of the Care Act and ASC charging and debt recovery policy. - Comprehensive knowledge of relevant debt recovery administration including statutory requirements.	Knowledge - In depth knowledge of the theory of debt recovery. - In depth knowledge of ASC pathways and processes. - In depth knowledge of community organisations that specialise in debt management.
Evidence requirements (knowledge): - Describe your understanding of the welfare benefit system and how this applies to the role. - Provide an example where you have applied reconciliation relating to client care charging, - Describe your understanding of the ASC debt policy and processes relevant to this role. - Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns.	Evidence requirements (knowledge): - Provide 2 examples to evidence your knowledge of ASC debt policy and processes. - Provide 2 examples where you have identified and escalated a safeguarding concern ensuring the appropriate support. - Provide 2 examples to demonstrate your understanding of how the Care Act underpins the legal framework for charging and recovering debts. - Provide 2 examples where you have managed ASC debt recovery, ensuring all statutory steps were followed.	Evidence requirements (knowledge): - Provide 3 examples to demonstrate your understanding and application of theory relating to debt recovery. - Provide 3 examples to demonstrate fully understanding and application of the ASC pathways and processes. - Provide 3 examples to demonstrate your understanding of the range of community organisations available and how they complement ASC debt recovery. The above evidence can be supported through correct application of knowledge through your direct work with service users.

<u>Experience</u> • Experience of working in the field of debt recovery. • Demonstrable experience in negotiating successful outcomes to establish full payment of arrears and payment plans.	<u>Experience</u> • Demonstrable ability to mentor and develop less experienced members of the team and advise other teams on the ASC debt recovery process. • Experience of providing training on a 1:1 basis.	<u>Experience</u> • A minimum of 2 years' experience in credit control/debt recovery. • Experience of identifying and escalating team performance issues which could be leading to wider organisational concerns and present potential solutions.
<u>Evidence requirements (experience):</u> • Describe your experience of working in the field of debt recovery. • Provide an example where you have negotiated with individuals to achieve a satisfactory outcome relating to payment arrears.	<u>Evidence requirements (experience):</u> <i>Minimum of 12 months experience at level 4A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 2 examples where you have mentored and developed less experienced members of the team and briefed other teams on the ASC debt recovery process. • Provide 2 examples where you have personally delivered 1:1 training to a colleague, adapting the pace and content to suit their learning style.	<u>Evidence requirements (experience):</u> <i>Minimum of 24 months experience at level 4B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Experience evidenced through work history, this could be job application or internal records. • Provide 3 examples where you have identified and escalated team performance issues that were impacting overall service delivery.
<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Full UK driving licence and access to a vehicle – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Excellent communication skills with the ability to present complex information in an understandable way. • Excellent customer care skills with experience of adapting services where possible to meet customer needs and can take the initiative to work with other agencies where necessary. • Negotiation and financial awareness.	<u>Skills</u> • Ability to demonstrate and understanding of how teams work with other services and take a proactive approach towards helping others. • Demonstrable experience of coping well under pressure and difficult situations. • Ability to identify and act on own development needs. • Ability to undertake work that requires a range of imaginative solutions and responses, involving application of fresh and innovative thinking. • Ability to effectively manage client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans.	<u>Skills</u> • Demonstrable skills in providing bespoke training for individuals. • Ability to encourage and sign post clients to organisations that will support them with debt management. • Ability to identify and manage risk including use of risk assessment.
<u>Evidence requirements (skills):</u> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Provide examples to demonstrate well developed communication skills, written and verbal, including ability to convey information to individuals and the team • Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs.	<u>Evidence requirements (skills):</u> • Provide 2 examples to demonstrate how you have worked collaboratively with other teams to help others. • Provide 2 examples that demonstrate your ability remain calm, solution focused and supported in difficult situations. • Provide 2 examples to demonstrate how you seek opportunities for growth and identify personal development needs. • Provide 2 examples where you have applied creative thinking to overcome challenges and improve efficiency. • Provide 2 examples where you have effectively managed client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans. i.e. supervision documents,	<u>Evidence requirements (skills):</u> • Provide 3 examples where you have designed and delivered a tailored training session for a team member, adapting the content to their learning style and role requirements. • Provide 3 examples to demonstrate your up-to-date knowledge of local and national support services that support with debt management and clearly support and signpost clients. • Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk.

Provide an example where you have negotiated successfully. Describe the context and outcome achieved.	notes from visits, Mosaic/ Integra notes and management oversight. Feedback from client.	
---	--	--

MPR4	Job Title: Senior Direct Payment Monitoring Officer	
Duties: - Reconcile individual health budgets, prepare monthly and quarterly analysis reports for health of direct payment spend, monitoring usage and account balances, identify any money to be reclaimed from bank accounts and reclaim. - Adhere to Medway Council Debt process, applying technical knowledge of legislation and policy where necessary to undertake investigations into service users who fail to repay their surplus funds/contribution. - Attend and contribute to safeguarding vulnerable adults’ meetings where financial abuse is suspected to have taken place from the direct payment bank account. - Manage complex cases and assist team members with any queries they have with their audits.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> A minimum of 5 GCSEs (grades 4-9), or equivalent level 2 qualification, including Maths and English.	<u>Qualifications</u>	<u>Qualifications</u> Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> - Demonstrable knowledge of financial liabilities when employing care staff directly - Demonstrable knowledge of ASC debt policy and processes. - Detailed knowledge of the Direct Payment audit processes and requirements. - Demonstrable knowledge of safeguarding vulnerable adults.	<u>Knowledge</u> - Comprehensive knowledge of the Care Act, Personal Budgets and Direct Payments. - Knowledge of continuing health care funding and personal health budgets for direct payments. - Knowledge of the transfer from/to local authority funding from/to health in relation to direct payment audit.	<u>Knowledge</u> - In depth knowledge of the theory of debt recovery. - In depth knowledge of ASC pathways and processes.
<u>Evidence requirements (knowledge):</u> - Provide an example of how you applied your knowledge of financial liabilities when employing care staff directly. - Provide an example where you have applied ASC debt policy and processes. - Provide an example where you have applied your knowledge of Direct Payment audit processes and requirements.	<u>Evidence requirements (knowledge):</u> - Provide 2 examples to demonstrate your comprehensive knowledge of the Care Act, Personal Budgets and Direct Payments. - Provide 2 examples to demonstrate how you have applied your knowledge of continuing health care funding and personal health budgets for direct payments in your role.	<u>Evidence requirements (knowledge):</u> - Provide 3 examples to demonstrate your understanding and application of theory relating to debt recovery. - Provide 3 examples to demonstrate your understanding and application of the ASC pathways and processes. The above evidence can be supported through correct

Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns.	Provide 2 examples to demonstrate your knowledge and understanding of the transfer from/to local authority funding from/to health in relation to direct payment audit.	application of knowledge through your direct work with service users.
<u>Experience</u> - Experience of working in a financial environment in relation to direct payments. - Demonstrable experience of thoroughly analysing information to conclude an audit. - Demonstrable experience of providing in depth information, advice and guidance on internal policies and procedures relating to finance and interpretation of these in relation to specific circumstances. - Experience of preparing global reports for health colleagues showing detailed analysis of patient's usage of direct payments.	<u>Experience</u> - Demonstrable ability to mentor and develop less experienced members of the team and advise other teams on the DP audit process. - Experience of providing training on a 1:1 basis. - Demonstrable experience in holding a deadline with Health regarding transferring the client to a Personal Health Budget. - Demonstrable experience of negotiating affordable payment plans with clients or their financial representative	<u>Experience</u> - Experience of identifying and escalating team performance issues which could be leading to wider organisational concerns and present potential solutions. - Experience of reviewing and amending existing policies and procedures relating to direct payment monitoring.
<u>Evidence requirements (experience):</u> - Summarise your experience of working in a financial environment in relation to direct payments. - Provide an example where you have thoroughly analysed information to conclude an audit. - Provide an example where you have provided in depth information, advice and guidance on internal policies and procedures relating to finance. - Summarise your experience of preparing global reports for health colleagues including detailed analysis of patient's usage of direct payments.	<u>Evidence requirements (experience):</u> <i>Minimum of 12 months experience at level 4A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> - Provide 2 examples where you have mentored and developed less experienced members of the team and briefed other teams on the DP audit process. - Provide 2 examples where you have personally delivered 1:1 training to a colleague, adapting the pace and content to suit their learning style. - Provide 2 examples where you have coordinated with Health to ensure a timely transfer of a client to a Personal Health budget. - Provide 2 examples where you have negotiated affordable payment plans with clients or their financial representative.	<u>Evidence requirements (experience):</u> <i>Minimum of 24 months experience at level 3B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> - Provide 3 examples where you have identified and escalated team performance issues that were impacting overall service delivery. - Provide 3 examples of policies and procedures you have personally reviewed and amended in relation to direct payment monitoring.
<u>Skills</u> - Proficient in the use of Microsoft Word, Excel, Teams and Outlook. - Full UK driving licence and access to a vehicle – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. - Excellent communication skills with the ability to present complex information in an understandable way. - Excellent customer care skills with experience of adapting services where possible to meet customer needs and can take the initiative to work with other agencies where necessary.	<u>Skills</u> - Ability to demonstrate and understanding of how teams work with other services and take a proactive approach towards helping others. - Demonstrable experience of coping well under pressure and difficult situations. - Ability to identify and act on own development needs. - Ability to undertake work that requires a range of imaginative solutions and responses, involving application of fresh and innovative thinking. - Ability to effectively manage client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans.	<u>Skills</u> - Demonstrable skills in the management of staff to ensure maximum accuracy and productivity. - Ability to identify and manage risk including use of risk assessment.

Evidence requirements (skills): - Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. - Copy of full UK driving licence provided as part of recruitment compliance. - Provide an example where you have effectively communicated with others and presented complex information in an understandable way. - Provide an example where you have demonstrated excellent customer care by adapting services to meet customer needs.	Evidence requirements (skills): - Provide 2 examples to demonstrate how you have worked collaboratively with other teams to help others. - Provide 2 examples that demonstrate your ability remain calm, solution focused and supported in difficult situations. - Provide 2 examples to demonstrate how you seek opportunities for growth and identify personal development needs. - Provide 2 examples where you have applied creative thinking to overcome challenges and improve efficiency. - Provide 2 examples where you have effectively managed client relationships on a face-to-face basis to discuss and agree affordable debt repayment plans. i.e. supervision documents, notes from visits, Mosaic/ Integra notes and management oversight. Feedback from client.	Evidence requirements (skills): - Provide examples where you implemented a structured supervision and quality assurance process to measure accuracy and productivity. - Provide an example where you have identified risk and applied risk assessment tools to mitigate and monitor risk.
---	---	---

FINANCE OPERATIONS

MPR5	Job Title: Team Manager – Finance Operations	
Duties: • Provide effective leadership, supporting the Finance Operations Team to deliver effective and efficient services within the team and ensuring that statutory responsibilities are met through high quality practice. • Provide day to day management of the team and be responsible for managing competing priorities, ensuring a safe service and promoting staff wellbeing. • Provide cover in the absence of the Operations Manager and for other Team Managers as and when required to effectively deliver services and maintain business continuity.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> • Educated to A Level, or equivalent, at grade C or above in Maths and English.	<u>Qualifications</u> • Working towards Level 5 in Leadership and Management or equivalent.	<u>Qualifications</u> • Level 5 in Leadership and Management or equivalent. • Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> • Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u> • Training records will demonstrate the individual is working towards a management qualification.	<u>Evidence requirements to progress to level C:</u> • Level 5 certificate of completion. • CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> • Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating	<u>Knowledge</u> • Knowledge and understanding of the appraisal process. • Significant experience and knowledge of the Adult Social Care Statutory Framework.	<u>Knowledge</u> • Detailed understanding of changes to legislation and practices across the social care sector.

to Adult Social Care including Financial Assessment, Charging, Deferred Payments, Debt Recovery and Mental Capacity Act 2005. • Knowledge and experience in the application of national policies and development relating to Adult's Social Care income and debt policy areas and the impact on people and their families • Knowledge and understanding of equality and diversity and promotes this across the team. • A good understanding of GDPR legislation and best practice in relation to information sharing. • Knowledge and experience in the application of income and Debt recovery, deferred payment procedures.	• Knowledge and understanding cultures, customs and values as well as the ability to work effectively with individuals from varying backgrounds and experience. • An understanding of budgetary management for the team. • Significant financial knowledge of managing high value budgets and income targets related to debt recovery. • Knowledge of escalation processes within the council.	
Evidence requirements (knowledge): • Provide an example to demonstrate how you have applied your knowledge and experience of legislation, guidance, and procedures relating to Adult Social Care including Financial Assessment, Charging, Deferred Payments, Debt Recovery and Mental Capacity Act 2005. • Provide an example to demonstrate your knowledge and experience in applying national policies related to Adult's Social Care income and debt policy areas and the impact on people and their families. • Describe how you demonstrate your knowledge and understanding of equality and diversity in your role and provide examples of how you promote these values across the team. • Explain how you will apply your understanding of GDPR in this role. Provide examples that demonstrate your knowledge and how you ensure compliance. • Describe your knowledge and experience in applying income and debt recovery and deferred payment procedures within adult social care. Provide specific examples that demonstrate your understanding of relevant legislation and best practices.	Evidence requirements (knowledge): • Provide 2 examples to demonstrate how you have applied the appraisal process across the team. • Provide 2 examples to demonstrate your understanding of the Adult Social Care Statutory Framework. • Provide 2 examples where you have collaborated with individuals from various cultural backgrounds and/or attended training to strengthen your understanding. • Provide examples of your understanding of budgetary management • Provide 2 examples to demonstrate your financial knowledge of managing high value budgets and income targets related to debt recovery. • Provide 2 examples where you have appropriately used the escalation process within the Council.	Evidence requirements (knowledge): • Provide 3 examples to demonstrate an in-depth understanding of changes to legislation and practice across the social care sector. Explain how these changes have impacted your work.
Experience • Previous experience in social care income and debt recovery. • Experience of using supervision to monitor performance. • Experience of leading a team, promoting a positive nurturing culture and fostering a culture of understanding, collaboration, and inclusivity. • Experience of providing clear expectations around team and individual performance and sets clear SMART targets to achieve objectives within the team. • Experience of monitoring and identifying performance in relation to throughput of work both within the team and individual staff.	Experience • Experience of using performance systems such as Power BI, Dashboard and Mosaic Reports. • Experience in understanding performance data and Identifying areas of concern, escalating and developing plans to improve, review and amend. • Experience in developing individuals and teams and creating opportunities for learning. • Experience of sustaining high quality supervision within the team, ensuring that supervision is regular and effective, identifying performance capabilities and implementing necessary training needs.	Experience • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Experienced in identifying and escalating team performance issues which could be leading to wider organisational concerns and present potential solutions. • Experienced in understanding performance data and identifying areas of concern and escalating and developing plans to improve and review and amend where appropriate. • Experience of monitoring the quality of practice of the team and be accountable for improvements.

• Experience of providing oversight of high-risk cases and ensure they are managed effectively. • Experience of providing regular feedback to individuals, recognising excellence and supporting improvement. • Proven experience in understanding and interpreting data to measure teams' performance, identifying areas of concern and escalation appropriately. • Proven experience of providing regular high-quality supervision for all team members.	• Experienced in providing guidance and advice to staff on management of high-risk cases and escalate as appropriate within reasonable timeframes to management. • Experience of managing staffing budget for the finance operations team, within available resources. • Experience of developing plans because of audit findings to support individuals to improve practice. • Experience of providing professional complaint responses within specified timescale. • Significant experience of developing synergies and partnerships within the organisation and with external partners.	
Evidence requirements (experience): • Describe your previous experience in managing income and debt recovery within a social care setting. • Provide an example of how you have used supervision to monitor and improve team performance. • Provide an example of your experience leading a team where you promoted a positive and nurturing culture. Describe how you fostered understanding, collaboration and inclusivity among team members, and what was the impact on team performance or morale. • Provide an example where you provided clear expectations around team and individual performance, using SMART targets to help your team achieve its objectives. • Provide an example where you have monitored and identified performance in relation to the throughput of work, both at the team level and for individual staff members. Describe what tools or methods you used. • Provide an example of how you ensure high risk cases are managed effectively and the steps you took to support staff and safeguard individuals. • Provide an example of where you have provided regular feedback to team members, and how you recognised excellence and supported individuals in improving their performance. • Provide an example of how you use data to assess team performance, identify areas of concerns and escalate issues appropriately. • Provide an example of how you deliver regular, high-quality supervision, ensuring consistency and supporting individual development.	Evidence requirements (experience): <i>Minimum of 12 months experience at level 5A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 2 examples of how you use performance systems such as power BI, dashboard and mosaic reports to produce quantitative or qualitative reports that include statistical information, exception reports and dashboard reports. • Provide 2 examples where you have used performance data to identify areas of concern, escalating and developing plans to improve, review and amend. • Provide 2 examples of how you have supported individual and team development and created opportunities for learning. • Provide 2 direct line manager observations to demonstrate the quality of supervision provided across the team and how you have supported individuals where there are performance concerns. • Provide 2 examples of where you have provided guidance and advice to staff on management of high-risk cases and escalated to management. • Provide 2 examples to demonstrate how you have effectively managed staffing budget within available resources. • Provide 2 examples of plans you have developed because of audit findings. How did these support individuals to improve practice. • Provide 2 examples of complaint responses you have personally drafted. • Provide 2 examples of where you have effectively collaborated both internally and externally to achieve outcomes.	Evidence requirements (experience): <i>Minimum of 24 months experience at level 5B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 3 examples where you have made informed decisions; considered challenges from different perspectives, analysed potential outcomes, taken calculated risks, and made decisions that help propel the team. • Provide 3 examples where you identified and escalated team performance issues that may have contributed to broader organisational challenges. Describe what solutions you put forward. • Provide 3 examples where you have used performance data to identify areas of concern and developed plans to make improvements. • Provide 3 examples of where you have monitored the quality of practice of the team and been accountable for improvements.

Skills • Proficient in the use of Microsoft Word, Teams, Excel and Outlook. • Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Ability to maintain workforce morale and engagement, talent development and have proactive practices to manage workforce lifecycle. • Ability to use supervision to monitor performance using social care and finance electronic systems. • Ability to use varying methods of communication to effectively convey information, ideas and instructions to individuals and the team. • Ability to actively listen and provide/receive constructive feedback to/from individuals and the team aimed at achieving a positive culture. • Ability to engage and involve staff in organisational change. • Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales. • Ability to identify and manage risk including use of risk assessment. • Promotes positive approaches to diversity, identity and equality.	Skills • Ability to show support for changes that have been agreed corporately, irrespective of own views. • Ability to build strong relationships with their team but also with stakeholders and customers. • Strong verbal and written communication skills together with the ability to adapt communication style to varying audiences. • Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes. • Able to encourage team members to embrace change and meet goals. • Shows sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Innovative and able to recognise and develop potential for doing things differently.	Skills • Ability to effectively escalate both internally and externally when appropriate. • Ability to manage and make decisions with complex work, where there are elements of conflict present • Ability to maintain strong relationships with the team but also with stakeholders and customers. • Ability to make informed decisions; consider challenges from different perspectives, analyse potential outcomes, take calculated risks, and make decisions that help propel the team. • Ability to identify and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions.
Evidence requirements (skills): • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Copy of full UK driving licence provided as part of recruitment compliance. • Provide examples how you have maintained workforce morale and engagement, supported talent development, and implemented proactive practices. • Provide an example of how you have used supervision to monitor staff performance using social care and finance electronic systems. • Provide examples where you have used a range of communication methods to convey information. • Provide an example demonstrating how you have actively listened and given or received constructive feedback either individually or within a team to build a positive and supportive workplace culture. • Provide an example where you have actively engaged and encouraged staff during organisational change. • Provide an example of how you effectively manage a demanding workload, how you prioritise tasks and ensure outcomes are delivered within timescales. • Provide an example where you identified and managed risk.	Evidence requirements (skills): • Provide 2 examples of where you demonstrated support for changes that have been agreed corporately, irrespective of own views. • Provide 2 examples of where you have developed strong relationships with team, stakeholders and customers. • Provide examples to demonstrate your verbal and written communication skills. • Provide 2 examples of where you have negotiated, engaged and persuaded team members to collectively reach agreements and achieve outcomes. • Provide 2 examples where you have encouraged team members to embrace change and meet goals. • Provide 2 examples of where you have demonstrated sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Provide 2 examples where you have demonstrated innovation in your role and implemented change.	Evidence requirements (skills): • Provide 3 examples of where you have had to escalate both internally and externally and the rationale for doing so. • Provide 3 examples of where you have made decisions with complex work, where there are elements of conflict present. • Provide 3 examples of your ability to maintain relationships with stakeholders and customers. • Provide 3 examples where you made an informed decision; considered challenges from different perspectives, analysed potential outcomes, took calculated risks, and made decisions that helped propel the team. • Provide 3 examples where you have identified and escalated team performance and presented potential solutions.

• Provide an example of how you promote positive approaches to diversity, identity and equality.		
--	--	--

Finance Operations Lead

MPR7	Job Title: Finance Operations Lead	
Duties: - Provide effective and motivational leadership supporting the service to deliver positive outcomes for people across Medway. Taking responsibility for the delivery of effective and efficient services across a service area, ensuring that statutory responsibilities are met through high quality social care practice. - Develop a confident and competent workforce, promoting a culture of ongoing learning and development and supporting the service area through change and times of challenge. - Deliver services in line with performance indicators and the designated budget. See Job Profile for full duties.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> - Educated to A Level, or equivalent, at grade C or above in Maths and English. - Level 5 in Leadership and Management or equivalent	<u>Qualifications</u>	<u>Qualifications</u> Evidence of ongoing continuous professional development.
<u>Evidence requirements:</u> Qualification requirements to be evidenced through application and original certificates provided as part of the onboarding process.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> CPD evidence of increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> - Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers. - Comprehensive knowledge and understanding of relevant health and social care legislation, policies and procedures and ability to apply it in practice. - Excellent knowledge and practical application of risk assessment and safeguarding adult’s statutory frameworks and current agendas - Knowledge and understanding of equality and diversity and promotes this across the team. - Comprehensive knowledge and understanding of budget setting process. - Detailed knowledge of the role of the Court of Protection.	<u>Knowledge</u> - Knowledge of ‘The One Medway Council Plan’ and ASC strategy and how these impacts on your service - Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector. - Knowledge of HR procedures (such as capability, grievances and disciplinaries) to manage teams effectively.	<u>Knowledge</u> - Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector which impacts your service area - Comprehensive knowledge in sector specific areas such as continuing health care (CHC), Court of Protection and section 117 to participate and represent the Local Authority in formal disputes - Detailed knowledge of the Council’s priorities and service objectives.
<u>Evidence requirements (knowledge):</u> Provide an example where you have applied your knowledge of adult social care resources to ensure effective, person-centred care.	<u>Evidence requirements (knowledge):</u> Provide examples to demonstrate your knowledge of ‘The One Medway Council Plan’ and ASC strategy and how these impact on your service.	<u>Evidence requirements (knowledge):</u> Provide 3 examples where you have applied your in-depth knowledge and understanding of changes to legislation and

• Provide an example where you have applied key health and social care legislation or policy in your work. Describe how your understanding of the law guided your decision making to ensure best outcomes for individuals. • Provide an example where you identified a safeguarding concern or risk. Describe how you applied your knowledge of the statutory framework and risk assessment tools to manage the situation. • Provide an example of how you have promoted equality and diversity across a team. • Provide an example where you have contributed to the planning, allocating and monitoring of budgets to ensure effective use of resources. • Explain the role of the Court of Protection providing examples where you have engaged with it or applied its principles in your work.	• Provide 2 examples to demonstrate your knowledge and understanding of changes to legislation and practices across the social care sector. • Provide 2 examples to demonstrate how you have applied HR procedures (such as capability, grievances and disciplinaries) to manage teams effectively.	practices across the Health and Social care sector which impacts your service. • Provide 3 examples where you have represented the Local Authority in a formal dispute involving Continuing Health Care (CHC), Court of Protection (CoP) and Section 117. Explain your role and the outcome achieved. • Provide 3 examples to evidence your detailed knowledge of the Council's priorities and service objectives. Describe how you have aligned your work to support these priorities and objectives.
<u>Experience</u> • Minimum of 5 years' experience of managing a service area within a health and/or social care setting. • Experience of analysing data to improve service delivery and outcomes for residents. • Experience of leading a team and providing supervision and expert advice to colleagues. • Experience of undertaking staff appraisals, promoting and encouraging professional development and ensuring staff have up to date targets and development plans. • Experience of responding to and learning from complaints, SARs and feedback from individuals. • Experience of chairing complex meetings. • Proven experience of delivering a service within a defined budget. • Experience of identifying opportunities to improve service delivery and outcomes for individuals whilst creating efficiencies. • Experience of identifying resources required for change and providing opportunities for developing individuals by involving them in change. • Experience of working with the Court of Protection and benefits Agency.	<u>Experience</u> • Experience of providing advice and oversight for less experienced staff • Experience of reviewing and interpreting feedback and ensuring service plans are user focused • Experience of effectively managing large expenditures from an agreed budget, including setting, monitoring and ensuring effective spend of budget. • Experience in identifying gaps in service delivery together with the ability to highlight the risks to senior managers. • Experience of making decisions and solving problems within sphere of authority, to enable progress. • Experienced in encouraging coproduction to improve service delivery. • Experience in managing and making decisions with complex safeguarding work, where there are elements of conflict present.	<u>Experience</u> • Experience of implementing action plans to improve service delivery. • Experience of leading and managing change programmes • Experience of delivering and encouraging coproduction • Experience of analysing the learning from complaints to make positive changes to service performance and delivery.
<u>Evidence requirements (experience):</u> • Minimum of 5 years' experience of managing a service area within a health and/or social care setting, evidenced through application form and interview discussion. • Provide an example of how you have used data analysis to identify service gaps or improve outcomes for residents.	<u>Evidence requirements (experience):</u> <i>Minimum of 12 months experience at level 7A for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 2 examples where you have provided advice and oversight for less experienced staff.	<u>Evidence requirements (experience):</u> <i>Minimum of 24 months experience at level 7B for career progression applications evidenced by HR records and/or performance appraisal documents.</i> • Provide 3 examples where you have implemented action plans to improve service delivery. Describe the context, steps taken and outcome.

• Describe your experience of leading teams and supervising or mentoring colleagues. • Describe your experience of conducting staff appraisal and supporting professional development, providing examples of how you ensure team members have clear objectives and development plans aligned with their roles and career aspirations. • Provide an example where you have responded to a complaint. Describe what changes or improvements were made. • Describe your experience of chairing complex meetings. • Describe how you manage resources and ensure financial accountability when managed a limited budget. • Provide an example where you identified an opportunity to improve service delivery or outcomes for individuals, whilst also creating efficiencies or reducing costs. • Describe a time when you led a change initiative. How did you identify the resources needed and involve team members in the process to support their development. • Describe your experience of working with the Court of Protection and supporting individuals through legal or financial processes.	• Provide 2 examples where you have reviewed and interpreted feedback to ensure service plans are user focussed. • Provide 2 examples where you have effectively managed large expenditures from an agreed budget within available resources. • Provide 2 examples where you identified gaps in service delivery and highlighted risks to senior managers. • Provide 2 examples where you have made decisions to resolve a problem within your service. Describe the situation and the impact. • Provide 2 examples of how you have facilitated coproduction in your work to improve service delivery. • Provide 2 examples of complex safeguarding cases you have managed where there were elements of conflict present. Describe how you handled the situation and the outcome.	• Provide 3 examples where you have been involved in leading and managing change programmes, e.g. implementation plans, team meeting minutes, stakeholder feedback. • Provide 3 examples of how you have facilitated coproduction in your work? Evidence may include record of group/stakeholder meeting discussions, attendance and feedback from user forums, service user feedback, examples of personalised services implemented in response to user feedback. • Provide 3 examples where you have analysed the learning from complaints and implemented changes to service delivery. Evidence may include business cases, working groups to improve processes, team performance measures.
<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Full UK driving licence and access to a vehicle– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Demonstrates sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations. • Ability to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences. • Ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. • Ability to act as a positive role model and leader. • Ability to be adaptable to meet changing pressures and demands • Ability to set clear targets to achieve objectives within the service area. • Ability to promote and encourage staff ongoing professional development. • Ability to prioritise own and team’s work effectively.	<u>Skills</u> • Seeks opportunities for self-development and sets challenging personal goals. • Ability to develop effective/robust action plans. • Ability to provide employee feedback to others recognising and crediting achievements and addressing performance concerns. • Ability to produce well written, comprehensive, succinct reports for senior manager forums. • Ability to support and provide oversight to Team Managers who are investigating and responding to complaints. • Ability to analyse and interpret varied and highly complex information and use analysis to inform strategies and service delivery plans. • Ability to share and communicate the vision across own and related teams. • Shows support for changes that have been agreed corporately, irrespective of own views. • Ability to identify efficiency savings and opportunities for cost reduction • Ability in embedding a culture of best value.	<u>Skills</u> • Ability to promote positive attitudes and gains commitment and motivation for change. • Ability to respond positively and flexibly to changing needs and priorities. • Ability to keep abreast of developments, comparator performance and best practice within the service area, sets high standards. • Ability to plan and direct resources effectively to support service delivery. • Encourages creativity, innovation and improvement within a service area. • Ability to develop resource plans to meet service requirements drawing up realistic budgets and using information effectively. • Ability to represent Adult Services both internally and externally. • Ability to deputise for the head of service at relevant meetings

<u>Evidence requirements (skills):</u> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Copy of driving licence to be collected as part of recruitment compliance. • Provide an example where you demonstrated sound judgement in decision making, resolved problems and provided direction in complex and sensitive situations. • Provide an example where you have effectively communicated with others and presented complex information in an understandable way. • Provide an example where you have worked independently within set guidelines. • Provide an example where you demonstrated leadership within a team. Describe how your actions influenced others and the outcome. • Provide an example where you had to adapt quickly to a significant change. Describe how you managed the transition and the outcome. • Provide an example of how you set SMART targets for yourself and your team to meet service objectives. • Provide an example of how you have supported or encouraged professional development. Describe the strategies you used to promote learning including how this benefitted individuals and the service. • Provide an example of how you prioritise your own and teams work effectively. Describe the key factors you consider when setting priorities.	<u>Evidence requirements (skills):</u> • Provide examples of how you have personally sought opportunities for self development and set personal goals. Evidence may include evidence of sharing knowledge with others, attendance at learning events, webinars. • Provide examples of effective/robust action plans that you have developed which demonstrate successful outcomes. • Provide 2 examples of how you have provided employee feedback, recognising and crediting achievements as well as addressing performance concerns. How did you ensure that your feedback was constructive and effective. Evidence may include supervision records, e-mails, team chats, information provided in the Friday afternoon staff news bulletin, feedback from others, observations. • Provide 2 examples of reports you have produced for senior manager forums. • Provide 2 examples of how you have supported Team Managers who are investigating and responding to complaints. Evidence may include e-mail correspondence and satisfactory complaint responses. • Provide 2 examples where you have analysed and interpreted varied and highly complex information and used this to inform strategies and service delivery plans. Evidence may include reports presented to manager or senior leadership team, service delivery plans. • Provide 2 examples to evidence the approach you take in sharing and communicating the vision across own and related teams. Evidence may include minutes from team and individual meetings with staff, e-mail correspondence with staff. • Provide 2 examples where you showed support for changes that were agreed upon corporately, even if they differed from your own views. How did you handle the situation. Evidence may include coproduced implementation plans, positive reinforcement via team meeting minutes and e-mail correspondence. • Provide 2 examples where you have identified efficiency savings and opportunities for cost reduction. Evidence may include savings and cost avoidance spreadsheet, budget monitoring. • Provide 2 examples to demonstrate the approaches you have taken to embed a culture of best value. Evidence may include examples of team and individual suggestions to potentially create efficiencies and reduce expenditure.	<u>Evidence requirements (skills):</u> • Provide 3 examples where you have promoted positive attitudes and gained commitment and motivation for change, e.g. supervision records, staff feedback, evidence of successful implementation of change. • Provide 3 examples where you have responded positively and flexibly to changing needs and priorities, e.g. exceptions reports, supervision, e-mail correspondence, team performance measures, outlook. • Provide 3 examples of how you keep abreast of developments, comparator performance and best practice within your service area. How do you set and maintain high standards. Evidence may include QAPIB reports, information on best practice carried out in other LA areas discussed in team meetings and supervision, evidence of implementation of best practice. • Provide 3 examples where you have had to plan and direct resources to support service delivery. Evidence may include team performance measures, team meeting minutes, supervision records. • Provide 3 examples where you have encouraged creativity, innovation and improvement within your service area, e.g. personalised support plans, ideas put forward by individuals, implemented new and improved ways of working. • Provide 3 examples of resource plans that you personally drafted to meet service requirements. Evidence may include exceptions reports, service plans, performance measures, budget monitoring, savings and cost avoidance spreadsheets. • Provide 3 examples where you have represented Adult Social Care at an internal or external forum. Describe your role and the impact your contribution made to the forum. • Provide 3 examples where you have deputised for a Head of Service in a meeting. Describe your role and contribution. Evidence may include minutes of meeting and feedback.
--	---	--