

Hertfordshire County Council Job Outline



JOB TITLE: Service Link Officer
GRADE: H8
REPORTS TO: Service Link Manager
TEAM: Adult Disability Team (ADS)
DEPARTMENT: Adult Care Services

Purpose of the Job

To be the first point of contact for advice, expert knowledge and support to ADS care teams on complex practice, finance and systems. To adopt a consultative approach providing guidance on complex issues relating to standards of care and reconciliation of data.

Protect and meet the needs of Service Users by identifying and resolving queries relating to quality of service performance. Work with partners around accuracy of commissioned data ensuring that the service is effectively delivered to Service Users in line with agreed care plans.

Identify areas for improvement in service delivery and consistency in approach by taking a preventative lead.

Liaise with and provide support to a wide range of stakeholders including independent care providers, care management services, finance and strategic commissioning.

To work in line with Data Protection and Confidentiality policies and procedures.

Main Areas of Responsibility

Respond to complex situations: Identify and analyse over or under commissioned services by investigating, researching and collating information to look for discrepancies; Liaise with internal and external providers to seek resolutions by using negotiation and influencing skills to resolve or recommend a mutually beneficial outcome; Report on decision making and interventions required, whilst presenting complex information in an understandable and comprehensive format.

Lead on initiatives to improve service delivery: Attend team meetings across the area, including hospital sites, adopting a consultative approach; identify learning and development needs for the area and utilise learning and organisational development solutions to support cultural change; provide expert knowledge on Direct Payments

and other services available; provide advice on systems, including accurate recording of data; take a lead on identifying preventative actions in order to pre-empt possible situations; identify complex reviews and refer appropriately to Extended Involvement Teams; analyse Specialist Care at Home data, identifying blockages in services, un-commissioned packages of care and recommending resolutions; undertake adhoc project work as determined by senior management.

To identify and resolve complex financial queries

Take a pro-active approach to carry out investigative work; analyse and progress information including Homecare, Residential Placements and financial screening forms; take the lead on assessing additional investigations needed on queries; ensure that all income sources are explored in relation to care packages and assessments in line with departmental procedures; present and report information to senior management; provide direct support to Service Users, or representatives, on financial information; liaise with providers and Service Users to resolve payment queries in care provision.

To lead on resolving complex debt recovery issues

Ensure you work to ACS's debt management policy and practice, whilst resolving complex debt cases relating to non-payment of a Service User's contribution to the cost of their care and monitor until completion; reconcile data and check accuracy of provider information; make representation to legal services; take responsibility for decisions on individual debt management cases; develop and report on debt recovery performance on a monthly basis; build relationships with Service Users, or representatives, to influence the payment of debt; provide advice and guidance to Service Users in order to initiate payment plans.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Safeguarding

Identify any potential safeguarding concerns relating to Service Users; Collate information and produce evidence to care teams; Identify and investigate misuse of Direct Payments; Investigate reports of potential misuse of funds; Safeguard Service Users' property on instruction from care managers.

Resolve complex complaints from service users or their representative

Analyse local complaints spreadsheet to identify unresolved provider complaints and liaise with partner organisations to determine responsibility; monitor delivery of service including provider performance and practice, including identifying inaccuracies and discrepancies on actual care delivered against commissioned care; identify any inappropriate packages of care that require a review and escalate to Extended Involvement teams; identify any common themes and analyse trends of complaints relating to providers and escalate to senior managers and commissioners; ensure that all concerns are followed up and complex complaints are investigated and concluded satisfactorily and actions are taken to prevent repeat occurrences.

Demonstrate HCC Values and Behaviours and Professional Standards

- Carry out duties in a timely and responsive manner, in line with HCC's Values and Behaviours framework
- Keep and maintain accurate, up to date records, in line with professional requirements and departmental recording methods.

Development of Self

- Maintain accurate and up to date knowledge of resources through continual professional development, supervision and active engagement with local communities
- Take responsibility for own personal development in line with Personal Development Plan
- Keep abreast of changes in Department of Health charging, other relevant legislation and debt recovery practice and ensures proactive dissemination of such changes.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Qualifications and Knowledge

Essential

- Relevant previous experience of dealing with Service users, Carers and independent care providers
- Experience of managing and resolving complex complaints
- Experience of managing and resolving complex financial issues
- Knowledge of Data Protection and confidentiality policies.

Desirable

- An NVQ level 3 qualification or equivalent
- An awareness and understanding of how political interests, positions, policies and legal frameworks impact on the service.

Skills and Abilities

Essential

- Excellent interpersonal, verbal and written communication skills
- Excellent numeracy and IT skills
- Demonstrable working knowledge of Word and Excel
- Accuracy and attention to detail
- The ability to adapt communication style to meet the needs of the Service User
- Strong analytical and investigation skills.

Desirable

- Project management experience
- Experience of reporting on financial and care management information
- Advanced Excel skills.

Service Delivery

Essential

- The ability to network and communicate across all levels of the organisation
- Experience of influencing managers and staff to bring about improvements in the compliance of procedures and systems
- Evidence of managing competing tasks and priorities and working within a legal and procedural framework to deadlines
- The ability to work autonomously as well as part of a team.

Behaviours

Essential

- Work within HCC Values and Behaviours Framework
- To be empathetic and caring when working with Service Users and families
- To be motivated, reliable, dependable and self-confident.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).