

JOB DESCRIPTION

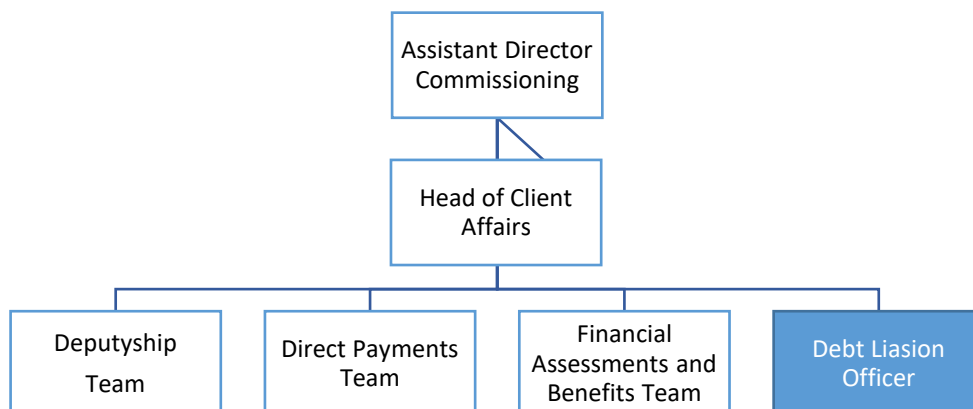
Job Title:	Debt Liaison Officer		
Directorate:	People	Salary:	£30,024 - £35,412 plus £729 London Weighting
Section:	Client Affairs	Grade:	BG-H (SCP15-24)
Location:	Time Square	Work Style:	Hybrid

Key Objectives of the role

- 1) Provide support across multi-disciplinary teams in the People Directorate, offering advice and services for Adult Social Care related debt.
- 2) Provide practical in person and online help to residents and colleagues in Bracknell.
- 3) Manage an active caseload of clients, supporting them with debts, payment plans and signposting for further financial support.
- 4) Help develop Bracknell's financial support services and debt recovery processes.

Designation of post and position within departmental structure

- Reports to: Head of Client Affairs, Commissioning
- Works closely with: Financial Assessments and Benefits Team, Accounts Receivable (Adult Social Care Finance), Frontline Social Care Teams



Daily and monthly responsibilities

- Manage an active caseload of clients, receiving referrals from professionals within the authority. Arranging visits and make contact with residents to provide support with their financial issues and debts (related to Adult Social Care contributions).
- Report monthly figures and stats to the Head of Client Affairs, managing a database of clients and attending monthly Adult Social Care Debt Panels with peers to discuss cases and ongoing work.
- Help to raise awareness of roles and responsibilities around income collection, debt support and financial management across care services.
- Liaising with other agencies, services or departments where necessary; including escalating any relevant safeguarding concerns to the appropriate authority.
- Help develop and innovate the debt support services on offer to residents, as well as policy and procedural improvements for debt recovery for the council.
- Contribute to the ASC Debt Panel meetings and play an active role in supporting their ongoing work.

Scope of role

- There is no direct budgetary responsibility for this role, however the Debt Liaison Officer is expected to have a net positive impact by preventing further debts related to Adult Social Care contributions, whilst undertaking duties to support in recovery of outstanding debts where possible.
- Through regular contact with residents, internal and external stakeholders on behalf of Bracknell Forest Council, the role will have a significant impact on the reputation of various departments across the organisation. A friendly, adaptable and efficient customer focused approach to this role is essential.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	GCSE or equivalent grade C/4 or above in Maths and English. Proficient in Microsoft Office, particularly Excel.	ECDL GDPR
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding vulnerable adults, their families, and promoting their welfare.	Knowledge or experience of Adult Social Care policies, procedures and systems. An understanding of the Care Act 2014, and/or experience of working with vulnerable adults/carers. Experience of working in a large and complex organisation. Good working knowledge of ContrOCC, Agresso & LAS.
Work-related Personal Requirements	The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.	
Other Work Requirements	<p>A satisfactory enhanced Disclosure and Barring Service check.</p> <p>This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies.</p> <p>This post is exempt from the Rehabilitation of Offenders Act 1974.</p> <p>The knowledge or appetite for awareness of current policies, legislation and developments involving local government, with a focus on care and financial regulations.</p>	

Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>
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All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

