**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Home First Business Allocator |
| **Job Reference** | 20493 |
| **Grade and Salary** | 3 - £25,185 per annum (pro rata)This role includes performance related pay progression |
| **Service and Team** | Adult Social Care, Home First |
| **Location** | West Suffolk House, Western Way, Bury St Edmunds, IP33 3YU – Hybrid  |
| **Hours per week** | 18.5 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To be the first point of contact for our customers in a time sensitive, deadline driven environment. To be able to work under pressure, at times, to ensure that all our customers will receive care and support.

To provide Business and Finance functions in Home First, focussing on great outcomes for our customers, ensuring statutory requirements are met, following governance processes and providing support to the business.

To be part of a team undertaking an extensive range of financial and business functions within the Home First registered area and across the county, to support the delivery of services in an efficient manner.

To ensure accuracy of data, charges, and services.

To assist in the allocation and monitoring of customer visits to front line staff working in Home First.

To fully utilise the Allocations System to ensure that work is allocated to all front-line members of the Home First team.

To ensure, with guidance, the workflow of the area runs smoothly and is efficient.

To undertake, with guidance, a regular review of capacity and staff workload, making required changes as necessary to maximise service capacity to its fullest potential.

Working with a range of referral sources to ensure that all requests for Home First services are recorded, that action is taken, and allocations are made, and monitored, in a timely and efficient manner.

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| **Typical responsibilities of a role at this level** |

1. To provide a ‘first line’ telephone response to incoming calls to the area teams triage duty system, resolving requests and escalating complex and or urgent calls to area team leaders.
2. Monitor Reablement Support Workers capacity and hours of work, feeding back to the allocations co-ordinator any issues to ensure staff hours are utilised effectively and ‘down’ time is kept to a minimum.
3. Oversee the Allocations System and report any concerns to the allocations co-ordinator in a timely manner to reduce Home First workflow blockages and maximise home first practitioner capacity.
4. Ensure customers are allocated as soon as possible to minimise their waiting time for assessment, reablement or domiciliary care.
5. Identify financial and business inaccuracies and ensure they are reported to the Senior Business and Finance Officer.
6. To set up CPLI’s for new Customer on electronic Case Management Systems
7. To ensure accurate recording in line with ASC and CQC requirements
8. To provide general business support agreed within Home First Core Offer
9. Working as part of a team of inputters under the supervision of the Allocations coordinator communicate effectively with team members to prevent errors and ‘missed calls’ taking remedial action if calls need to be amended.
10. Accurately input individual customer visits onto the Allocations System ensuring customers specific needs are understood and acknowledged.
11. Under supervision from the area Team Leaders and Allocations co-ordinator ensure changes to service requirements are recorded in a timely and efficient manner.
12. To work as part of a team of staff input referral requests from community and hospital teams via the Home First Allocations system.
13. To liaise with team leaders regarding difficulties in allocating to their teams, supporting solutions with relevant data and information.
14. Managing information, including customer files
15. Financial Processes
16. IT tasks with consideration to systems thinking and digital by default.
17. To provide project support as prioritised by Line Management
18. To ensure adherence to governance
19. Act as first point of contact and resolve financial and business performance process queries.
20. To be compliant with current policy for financial documentation
21. To assist in the implementation of changes to improve working practices, introducing new processes, and monitoring their effectiveness within their own team.
22. To work in a mobile and flexible way promoting SCC’ policies.

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| **About the team**  |

Home First provides a short-term period of ongoing assessment, care, and support to people living in their own homes. The focus of this is to enable our customers to achieve as much independence as possible.

This may be following a stay in hospital, an illness or crisis at home or help to avoid an admission into hospital. You will be working closely with our colleagues from ACS Locality Teams, FIAS, Learning Disability and Mental Health Teams, Independent Providers, Health, the Boroughs and Districts, the Multi Agency Safeguarding, and a wide range of agencies such as those in the voluntary sector.

As part of this team, you will work towards the Suffolk County Council’s vision and Adult Social Care’s priorities to promote better outcomes for residents of Suffolk.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Ensuring visits are allocated
* Entering CPLI’s
* Payment of an invoice
* Placing an order in P2P
* Speaking to a customer and cancelling a visit, or adding additional visits

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. ILM 3 – Business Management (desirable)
2. Qualification in Business Administration or willingness to work towards a qualification at this level

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Knowledge of working with financial/business regulations, processes, and systems.
2. Ability to work directly with the public and deal with phone calls.
3. Experience of being part of change management for better outcomes.
4. Experience of processing payments, resolving of queries, and ensuring that agreed deadlines are met.
5. Ability to plan and prioritise work over short medium and long term for self.
6. Demonstrate an understanding of confidentiality and data protection requirements in the workplace.
7. Excellent IT skills - Excel, Outlook.
8. Good commercial approach to business, savings, and finances.
9. An understanding of the varied roles and responsibilities within Home First Area Teams which facilitates appropriate allocations.

**It would also be desirable to have**

1. A full UK driving licence

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.