**Manchester City Council**

**Role Profile**

**Case Management Officer, Grade 5**

**Revenues and Benefits, Corporate Services Directorate**

**Reports to: Assessment Team Leader**

**Job Family: Transactional Back Office**

**Key Role Descriptors:**

The role holder will provide an assessment, information and advice service to customers, service users and stakeholders.

The role holder will determine the requirements and needs of service users in accordance with relevant legislation, policy and procedures, and provide advice on the most appropriate course of action.

**Key Role Accountabilities:**

Respond to all queries from a wide range of people, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to resolve problems.

Provide an accurate, efficient and prompt assessment service where appropriate, using a range of bespoke ICT systems to carry out the role.

Ensure that any errors or fraudulent activity are detected and prevented, and appropriate action taken.

Ensure a “whole service approach” is taken, working closely with colleagues in other parts of the service to ensure correct liability and to prevent recovery action where appropriate.

Accurately capture data and information using management information systems enabling the Council to achieve local and national performance targets.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio: This role sits within the Adults Case Management Team**

The Adults Case Management Team is based within the Corporate Assessments Service in the Revenues and Benefits Unit.

The overall priorities of the service are to:

* Provide fast, accurate and efficient services that are good value for money, meet the Council’s aims and follow recognised best practice.
* Improve the accuracy and speed of how we do things.
* Collect the maximum amount of money owed to the Council.
* Extend customer self-service options and maintain close links with the Customer Service Organisation.
* Reduce fraud by using effective processes to prevent, detect and investigate fraud.
* Involve customers, partners and stakeholders in developing the service and improving our performance.
* Work with our customers and stakeholders to keep assessment details accurate and up to date.
* Support residents to understand how relevant legislation and guidance applies to their circumstances.

The Case Management Officer role is primarily responsible for:

* Assessing Manchester residents’ contribution to their care costs accurately and promptly, ensuring that all financial assessments are applied in line with The Care Act 2014, The Care and Support (Charging and Assessment of Resources) Regulations 2014 and Department of Health (DoH) guidance.
* Working positively as part of a team in support of delivering an efficient and effective service.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester.
* We take time to listen and understand.
* We ‘own it’ and we’re not afraid to try new things.
* We work together and trust each other.
* We show that we value our differences and treat people fairly.

**Generic Skills**

* **Communication Skills**: Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.

**Technical Requirements (Role Specific)**

Must consent to and apply for a Baseline Personnel Security Standard (BPSS) check.

Must consent to and apply for a standard DBS (Disclosure & Barring Service) check.