

Job Profile

Job Title: Advice and Assessment Officer
Job Grade: Level 3 Zone 1
Salary Range: £31,434 - £36,110

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

Working as part of a busy team you will be supporting and assisting our most vulnerable residents for our Adult Social Care Teams through providing an individualised financial assessment and billing service to all Adult Social Care customers, integrating welfare benefits advice with financial assessments. This will include:

1. Gathering information on the residents circumstances, particularly finances, covering income, capital and expenditure. To validate information, and complete any requisite forms for financial assessments and benefit claims to be made, processed or reviewed.
2. Carrying out financial assessments in accordance with relevant legislation, national guidance and any local policy, procedure and guidance.
3. Completing initial benefit checks identifying additional entitlements, help customers make initial claims or reviews. To ensure claims are submitted on time and outcomes monitored.
4. Operating systems and procedures so that income due to the department is, invoiced, collected and accounted for in accordance with departmental and corporate financial regulations, standing orders and guidelines.

About you

You will have a highly organised approach, with the ability to use your initiative and judgement and are able to demonstrate experience, understanding or skills in the following areas:

- Experience of providing financial assessment or similar services
- Experience of undertaking benefits assessments or providing welfare benefits advice
- Experience of delivering services to disabled and vulnerable people
- Understanding of the principles and practice of either domiciliary or residential charging policies
- Knowledge of current Social Security Benefits, tax credits and related legislation, policy and practice
- IT literate and able to work with different systems and databases, including good excel skills
- Good communication and negotiation skills working with different stakeholders
- Knowledge of Adult Social Care and relevant business processes

Work Environment:

- Work flexibly across the service responding to changes in demand and move location in order to achieve a seamless service for the customer
- Where required, visit residents in their homes or care settings
- Work in a demanding and time pressured environment

People Management Responsibilities:

None

Relationships:

The post requires working effectively with a range of internal and external stakeholders, including customers and their carers, other professionals, colleagues and members of the community.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG