

JOB DESCRIPTION

Job Title	FAB Officer		
Directorate	Finance and Procurement		
Reporting to	FAB Team Leader		
Grade	12		
Evaluation ref:	AG0842	Job ref:	Family CCT12
Role purpose			
<p>To carry out means tested financial assessments on behalf of Somerset Council within the Legal Framework set out in the Charging and Assessments of Resources – Regulation 2014, for people in receipt of an Adult Social Care chargeable provision.</p> <p>Maximise income for those in receipt of a chargeable Adult Social Care provision by supporting them to claim government benefits.</p> <p>Support Adult Social Care by giving advice on charging rules and regulation.</p>			
Responsibilities			
<p>Ensures that, where the individual is receiving a chargeable social care and/or housing support service, the financial assessment process is fully explained and the individual's financial assessment is calculated and communicated.</p> <p>Notify the individuals of any Department for Work and Pensions (DWP) benefits they may be entitled to, and assist with this process. Home visiting may be required.</p> <p>Undertake any work required to facilitate financial assessments for both care at home and/or within a care home setting.</p> <p>Provide advice and support to colleagues on the benefits system and financial assessment process.</p> <p>Signpost individuals to other relevant agencies.</p> <p>Ensure that where an individual requires onward referral to another agency, this is done appropriately and consistently.</p>			
Impact			
Contacts & Relationships			
<p>Direct contact with all users of Adult Social Care in their homes to provide information, advice and support.</p> <p>Provides advice and support to colleagues on benefits system and assessments.</p>			

JOB DESCRIPTION

Liaison with external providers of care and support services, who will also collect income from service users.

Resources

The postholder may be required to work from a base in any one of the four Adult Social Care areas of the county and cover that geographical area.

Travelling will be required by the postholder.

Somerset Council has a responsibility to maximise the income for the Local Authority through charging for eligible care needs for any chargeable services provided through Somerset Council.

It is important that each resident supported by Adult Social Care goes through the financial process in accordance with the guidelines laid down by the Department of Health to ensure that funding is targeted correctly to those eligible to receive public monies.

	Essential	Desirable	
Knowledge			
Working knowledge of The Care Act (2014) with regards to financial assessments.		X	
Knowledge of the DWP benefits system.		X	
Knowledge of health and social care services available in the area.		X	
Experience			
Typical background and experience will include work in one or more of the following: <ul style="list-style-type: none"> - Social Services. - The Benefits Agency/Pensions Service. - District Council Housing Benefit Team. - Somerset Direct/Somerset Council Customer Service. - Supporting People Partnership. - Voluntary Organisations. 		X	
Experience of completing financial means testing calculations.		X	
Qualifications / Registrations / Certifications			

JOB DESCRIPTION

NVQ 3 or equivalent.		X	
Skills			
Good communication skills (face to face, telephone and written)	X		
Good organisational skills	X		
Good customer service skills	X		
IT literate – databases, e-mail, word processing, data input etc.	X		
Numerate	X		
Analytical	X		
Tactful and discreet.	X		
Enthusiastic	X		
Flexible	X		
Customer focussed ethos	X		
Ability to manage conflict and challenges.	X		
Able to manage and meet the needs of a diverse client base.	X		
Ability to meet conflicting deadlines.	X		
Team player.	X		
Able to travel to meet the requirements of the post. Access to / use of a vehicle is an essential requirement.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers			

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both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: April 2025