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| |  | | --- | |  | | **Support Funds Coordinator**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Support Funds Coordinator  **Service Area: Adult Social Care**  **Directorate: People**  **Team: Support Funds** | Salary Grade: Scale 6 |
| **Post Reports to: Support Funds Team leader**  **Post Responsible for: Support Funds** | |
| **Main Purpose of the Job:**  To work with the most financially vulnerable people in Stockport, coordinating support from various local and national funds and organisations across the public, private, and third sectors to meet their needs in a crisis.  Coordinate support for people who need help with daily living expenses resulting from a crisis or people who need help to set up or remain in their own home.  To ensure that a needs led focus is maintained, identifying the root cause of an individuals problems and providing the applicant with an outcome that directly meets their need.  To signpost customers to preventative services where appropriate to try to meet longer term outcomes and to encourage people to live independently.  To identify people who are able to self serve and to offer signposting enabling them to meet their needs independently. | |
| **Summary of responsibilities and key areas:**  To provide a joined up and seamless service to support the most vulnerable members of the public and professionals who need to make applications for Support Funds by:   * Advising members of the public and professionals on how to access and make applications for Support Funds * Supporting users through the application processes where appropriate * Coordinating applications and support across sectors where necessary to meet need * Establishing the root cause of a person’s financial crisis and selecting the appropriate outcomes to meet their needs * Communicating outcomes with applicants and referring agencies and providing information, advice and guidance as appropriate * To research funds, grants, charities and sources of support across sectors to continually meet the needs of various cohorts of people * To assist people applying to the scheme in a tailored way which meets their needs. This could mean home visits, counter working, phone appointments, or meeting in appropriate public buildings and spaces such as libraries or cafes. | |
| **Job activities:**  **Advice and Information**  To provide information and support on making a Support Funds application to members of the public and professionals  Be an expert navigator, sharing information about national and local services and networks  To continually identify and cross reference funding/benefit streams across sectors  To contribute to a transparent decision making process  To provide advice and assistance on the outcome of the application processes to include issuing awards and grants where appropriate or signposting on to other services and organisations  To liaise with partner agencies regarding the outcome of applications where consent to share information has been obtained.  **Administration**  To scrutinise, authorise and verify customer identification and any relevant documentation as part of the application process  To support customers to access supporting information for the application  To obtain relevant financial information to determine need  To ascertain facts about a person’s crisis situation to include liaison with respective professional support services where appropriate  Prepare a written statement, incorporating information on the needs and circumstances of the individual / family to support applications to trust funds  To identify potentially fraudulent information and refer for appropriate action  To utilise existing systems to verify and determine eligibility  To use the full suite of Microsoft Office such as Outlook, Word and Excel  To administer successful awards such as making payment where appropriate, liaising with suppliers, liaising with third parties and coordinating support to meet outcomes.  **Technical knowledge**  To input case information accurately into the system and to keep customer information up to date to ensure high levels of data accuracy  To cross reference with other council/Department of Work and Pension systems  To contribute to the continuous development of online systems  To scan any supporting documentation into the system.  **Customer Service**  To respond in a positive manner to customer enquiries by phone, letter, email or in person  To identify problems, generate solutions, handle difficult or potentially aggressive situations appropriately  To represent the service at internal and external meetings, forums and events  To offer advice on the review process for unsuccessful applications  Establishing and maintaining effective relationships with partner agencies  To obtain customer feedback on the application process and the outcome  To be resilient in dealing with challenging cases and people in crisis.  **General**  To ensure that all actions comply with the Data Protection Act (2018) and the Council’s Information Governance requirements  To adhere to corporate policies and procedures where relevant  To actively participate in the ongoing development of the service in partnership with council and non-council colleagues  To assist the Team Leader / Manager and other colleagues in the effective operation and development of the service  To ensure that the service is accessible to meet the requirements of all customers in line with the Equal Opportunities policies of the Council and the Equality Act. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs, there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things, forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| A minimum of one year’s customer service experience in a local government or similar setting | Essential |
| Ability to effectively research and investigate information, resources and services in the local community, regionally and nationally to meet the needs of people in financial crisis | Essential |
| Ability to interpret changing legislation in relation to welfare reform | Desirable |
| Experience of communicating with colleagues, members of the public and other stakeholders through a variety of media e.g. telephone, email, face to face | Essential |
| Experience of using excellent interpersonal and negotiating skills to resolve difficult situations | Essential |
| Experience of working as part of a team to deliver measurable outcomes | Essential |
| Basic understanding of the general cost of living, to assist in the assessment of income and expenditure | Essential |
| Good numeracy and Information Technology skills, including the use of Microsoft Office and GCSEs in Mathematics & English Language | Essential |
| A commitment to training and professional development | Essential |
| Knowledge and Understanding of Safeguarding and Risk Management | Essential |
| Ability to work flexibly and use your own initiative to identify and implement creative solutions | Essential |
| Ability to organise and prioritise own workload and meet deadlines | Essential |
| Ability to deal with customers in a supportive, empathetic manner particularly in the case of an unsuccessful application | Essential |
| Ability to be assertive, while still showing empathy | Essential |
| Ability to make decisions, whilst remaining impartial and objective | Essential |
| Excellent customer service skills including the ability to work under pressure | Essential |
| A commitment to confidential, non-judgemental working practices | Essential |
| To meet Stockport Council’s standard of attendance | Essential |
| A willingness to be flexible in a changing environment | Essential |
| Understands and actively supports Stockport Council’s Equality & Diversity Policy | Essential |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English | Essential |