

# Northern Care Alliance

## Job Description & Person Specification



## Choose to make a Difference

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

# We're thrilled you're thinking of joining us!

The Northern Care Alliance is an NHS Group formed by bringing together two NHS Trusts, Salford Royal NHS Foundation Trust and The Pennine Acute Hospitals NHS Trust.

As an NHS Group, we can deliver a more co-ordinated way of providing safe and sustainable local health services, consistent with the concepts of standardisation of best practice across our hospitals and community services in Greater Manchester.

Our four Care Organisations (Salford, Oldham, North Manchester, Bury & Rochdale) provide services to over one million people in Greater Manchester and the North West.

We employ 17,500 staff, have a combined operating budget of £1.3bn and provide 2,000 beds.

## **The Alliance was formed:**

- To provide safe, reliable and high-quality care
- To provide economies of scale
- To improve management of healthcare at a local level
- To bring together health and social care in each local area.

The Alliance provides a range of healthcare services including five hospitals and associated community services - Salford Royal, The Royal Oldham Hospital, Fairfield General Hospital in Bury, Rochdale Infirmary and North Manchester General Hospital.

Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

We are creating an environment each individual will be inspired and empowered by to be the best they can be. Thanks to our size and geographical reach, we are able to offer an abundance of career opportunities, internal mobility and development opportunities that cannot be met elsewhere. This is a really exciting time to join our new team.



# Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

## Patient & People Focus

This value enables us to place the patient first we everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

## Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

## Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

## Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs



# Job Description

**Job Title: Finance Support Officer**

**Band: Band 3**

**Reports to: Senior Finance Officer**

**Responsible to: Principal Finance Officer**

**Base/Department: Salford Royal NHS Foundation Trust – Client Affairs**

**Main purpose of the job: Responsible for providing general administrative and client and visitor services on behalf of the finance department. This includes the collection of accommodation charges for service users in residential/nursing care and homecare charges for service users within the community and dealing with queries; responsible for completing financial assessments, calculating clients contributions for stays in residential care from the information provided; raising invoices to recover charges; carry out annual re-assessment of account charges and finalisation of accounts on death/discharge of service users; document printing and distribution; document scanning; photocopying; answering phone calls.**

## Main Tasks & Overview of Responsibilities

- The post holder will work as part of a team to provide details of charges for residential/nursing care within Adult Social Care
- Calculate charges for service users in residential/nursing care
- Setup payment methods to recover charges, either by standing order or invoice
- Finalise cases on death or discharge
- Carry out annual reassessment of charges
- Provide advice and deal with any queries regarding financial assessments

## **Communications and Relationships**

The post holder is required to perform reception – type duties ensuring that patients, visitors and colleagues are at all times treated with dignity and respect, exercising discretion and maintaining confidentiality.

## **Analytical and Judgmental Skills**

The post holder will be required to undertake basic data management activities including entry of financial information on the Trust's financial systems or recording financial information on spreadsheets or other electronic forms.

The post holder will be required to use own judgement involving straightforward decisions, if a service user has all relevant paperwork to show they are entitled to any refunds for residential care charges, the post holder will be expected to properly reimburse the service user and accurately record the amounts paid on the finance systems.

## **Planning and Organisational Skills**

The post holder will be required to plan their own workload to ensure that deadlines set and agreed with the Principal and Senior Finance Officer are met.

The post holder will be required to deal with service users, visitors and colleagues queries on a face to face basis and give priority within their workload.

## **Physical Skills**

The post holder will be required to use PC, keyboard and mouse on a daily basis.

The post holder will be required to use photocopiers, scanners as required.

## **Responsibility for Patient Care**

The post holder will be required to have day to day contact with service users, family members to recover residential charges for people in residential care.

The post holder will be required at all times to be courteous, polite and helpful



### **Responsibility for Policy/Service Development**

To provide support advice and guidance to social workers on calculation of residential/nursing charges

To assist with monitoring, implementing and reviewing systems and processes re assessments and payment methods

### **Responsibilities for Financial and Physical Resources**

The post holder will be responsible for handling cash and validating the authenticity of vouchers for reimbursement claims

The post holder will be responsible for the recording and safekeeping of service users valuables handed over to Client Affairs.

The post holder may also be required to assist in validating claims for petty cash made by authorised Trust staff, recording and reconciling the petty cash floats and assist in reviewing and checking petty cash floats held.

### **Responsibilities for Human Resources**

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Undertake continuous professional development via a personal development plan

Undertake and maintain all mandatory training

Prepare and attend regular 1:1 supervision with the manager

Prepare and attend regular team meetings

### **Responsibility for Information Resources**

The post holder will be required to use a range of information technology resources including SAP and Carefirst, patient appointment system and a range of Microsoft packages at a basic level

### **Responsibilities for Research and Development**

To provide information to social workers to ensure compliance of current paperwork for residential/nursing charges



## **Freedom to Act**

The post holder will be supervised at all times and will be required to work within standard operating procedures

## **Partnership Working**

The post holder will be required to work flexibly to support other colleagues in the Trust and will involve doing work suitable for the post holder's grade and qualifications as requested for other members of the finance department.

## **Equality and Diversity**

The post holder will have a general duty to ensure compliance with policies on equality and diversity

## **Making Every Contact Count**

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

Staff should use their interactions with the public to give them additional advice on health and wellbeing

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

## **Health & Safety**

The post holder will have a general duty of care in relation to health and safety matters including a need to take personal responsibility for ensuring mandatory training is completed and up to date

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.



## **Safeguarding**

*To be included in all job descriptions*

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

## **Code of Conduct**

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

## **Person Specification**

	<b>Specification</b>	<b>Essential / Desirable</b>	<b>Evidence</b>
<b>Registration</b>	Not applicable		
<b>Essential Qualifications</b>	GCSE or equivalent English and Maths	<b>E</b>	Application



<b>Knowledge, Skills and Experience</b>	Must be presentable, polite, friendly, courteous and understand the need to treat service users, visitors and colleagues with dignity and respect at all times	<b>E</b>	Application / Interview
	Must have good oral, verbal and written communication skills.	<b>E</b>	Application/Interview
	Show an ability to manage their time effectively producing work that is of a high quality accurate and well presented	<b>E</b>	Application/Interview
	Demonstrate a commitment to working as part of a team	<b>E</b>	Application/Interview
	Experience of using Microsoft Excel and Word	<b>E</b>	Application/Interview
	Experience of using a Finance System	<b>E</b>	Application/Interview
	Customer Service experience	<b>D</b>	Application/Interview

## Physical & Mental Requirements

<p><b>Physical effort:</b> <i>Periods of sitting at VDU and meeting service users in reception</i></p> <p><b>Mental effort:</b> <i>Periods of long concentration spent on VDU</i></p>	<p><b>Emotional effort:</b> <i>Required to deal directly with staff, patients and general public and to enforce Trust and NHS rules on receipts and payment terms.</i></p> <p><b>Working condition:</b> <i>Uses keyboard for a significant proportion of the day</i></p> <p><i>Office conditions</i></p>
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