



# Role Profile

## Contracts Assistant

Reference No.	A4511	Type	Individual
Service	Social Work Resources		
Job Family	Para-Professional 4	Grade	FC6

### Purpose

Carry out a range of duties relating to the payment and billing, e.g. Contracts for social care services, payments to grant-funded organisations and the individual contracts for people going into long term care, and provide advice/support on various aspects of contracting, payments and billing.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Contracting and maintenance of electronic records for long term placements ensuring regular quality assurance checks are undertaken.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

<b>E</b>	<b>D</b>
----------	----------

Educated to SCQF level 7, which includes HNC or Advanced Highers in a relevant discipline e.g. Accounting, Business Studies, Administration, Legal Services or equivalent

✓	
---	--

Educated to SCQF level 8, which includes HND or SVQ level 4 in a relevant discipline .g. Accounting, Business Studies, Administration, Legal Services or equivalent

	✓
--	---

Experience working within a Finance, Contracting, Business or Administrative background

✓	
---	--

Knowledge of local government and experience of working a Local Authority or large organisation

	✓
--	---

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Processing invoices for payment of respite, ensuring appropriate income and expenditure codes are used.			
Assisting Contract Managers to set up recurring payments and maintain appropriate records and spreadsheets for those payments not made by recurring payment including residential, nursing, care at home and grants to voluntary organisations. Also assisting to set up payments made by self-billing process.	Working knowledge of welfare rights legislation	✓	
Assisting Contracts Team Managers to set up annual recurring payments for grants to voluntary organisations and for general contracts (not for individuals). Liaising with Contracts Team Managers for terms, annual uplifts etc.			
Liaising and negotiating with Care at Home Providers in order to resolve payment queries. Investigating and researching payment queries to provide an explanation on the outcome.	Tact and Diplomacy (Focus on customers – See 'How We Work Matters' Framework)	✓	
Assisting Contracts Team Managers to undertake a reconciliation of all payments made to external care providers and/or clients timeously throughout the financial year.	Financial reconciliation skills	✓	
Assisting Contracts Team Managers to calculate year end accruals and pre-payments where appropriate for all providers and suppliers.	Experience of working under pressure (Deliver results)	✓	
Preparing information for Accounts Payable, reconciliation of payments, deal with payment queries, new referrals etc. within set timescales.	Spreadsheet and database skills (Embrace technology and information)	✓	
Managing the application of Policy Guidance in relation to the complex calculation of Foster Carer payment entitlements and provide advice, guidance and support to Foster Carers around this.	Experience of working on own initiative (Take ownership)	✓	
Supporting the Family Placement Service by attending Foster Carer information sessions and delivering presentations to carers on the financial aspects of Foster Care.	Presentation skills	✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Caseload management and undertaking a means test assessment establishing entitlement in relation to Kinship, Adoption and Support for Family Carers allowances, applying policy Guidance and legislation, informing and supporting carers with regards to the outcome.	Analytical skills	✓	
Assisting Contracts Team Manager in policy development work around both Foster Care and other allowances.	Experience of working within a social work setting		✓
Daily contact with care providers to identify suitable care services/placements for service users. Multi agency liaison and negotiation with hospital staff, care providers and social work teams.	Team working skills with a capability of recognising team goal and outcomes (Work together)	✓	
Supporting delayed discharges from hospital which requires using own initiative, working under pressure to identify and commission appropriate care services.	Organisational skills	✓	
Undertaking complex calculations for costed packages of care ensuring accurate recording for budgetary purposes.	Written and verbal communication skills	✓	
Maintenance, overview and quality assurance checking of commissioned services spreadsheets.	Attention to detail skills	✓	
Direct contact with NHS hospital staff and care providers, liaising with social work staff to negotiate and agree re-start of packages of care in controlled and timely manner.			
Considering options and solutions for the provision of care services.			
Liaising with a range of services including Finance and Business Support. Corresponding with clients, their representatives and Care Providers.	Interpersonal skills	✓	
Liaising with Service Managers and Team Managers to ensure service delivery is being appropriately monitored.	Time management skills	✓	
Representing the Service through attendance at meetings and partnership project work.	Ability to provide a regular and effective service	✓	
Promoting partnership working with other services.	Communication skills	✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	E	D
Maintaining and electronic databases and updating systems ensuring regular quality assurances checks are undertaken. Inputting data as and when required e.g. client details.	Experience of handling sensitive and/or confidential information		✓
Providing reports as and when required e.g. statistical reports, statutory performance indicators.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	E	D

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

## Role Profile

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results