

Job Description

Job Title	Personalised Resource Coordinator
Directorate	Children & Young People's Service
Service Area	Early Help
Grade	5
Competency Level	1
Salary	£28,770 - £33,024
Job Type	Office based
Location	Croxteth Children's Centre
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	

Job Purpose

To offer a high-quality support service aimed at supporting disabled children and young people to access universal services and supporting administration of packages of Short Break support including, back office set up of Direct Payments.

To support the Personalisation agenda within the Short Breaks Service in order to promote greater independence for disabled children and their families within the Short Breaks Menu.

To provide administrative support to the Short Break/Fusion Service.

Directly Responsible For:

No line management responsibility

Directly Responsible To:

Short Breaks Manager

Main Areas of Responsibility:

- To Support and engage families/carers and young people to access the direct payment scheme.
- To support families, to start the set up process of Direct Payments working in partnership with Self Directed Support Officer, using Controc as a financial system, supporting the families in maintaining the provision of direct payments for their child.
- To promote independence for families by ensuring information is available to parents about the relevant requirements and provision of direct payments.
- To follow up the issuing and payment of invoices, including the tracking of credits and debits.
- To raise Limit Orders for individual services and ensure these are closely monitored.
- To provide up to date financial management information for Children's Services Managers and Finance and Resources.
- To ensure that accurate information is recorded on relevant IT systems.
- To develop effective links with partner agencies to ensure that claims are effectively prepared and managed.

- To undertake all administrative duties linked to recruitment via LCC recruitment portal.
- To assist in the co-ordination and preparation of national and local Performance Indicators data, data retrieval and strategic and operational management information.
- To manage work in line with Service priorities and ensure that work is completed within agreed procedures and to the necessary standards and timescales agreed.
- To liaise with professionals on all relevant matters related to financial payments and recoupment.
- To support The Council's Webpay Cash Up and Banking System by recording online Parental contributions and recoupment of Direct Payments.
- Provide advice and support to parents/carers where appropriate.
- Maintaining all records on the budget forecast spread sheets and payment spread sheets.
- Inputting all Short Break referrals on Spreadsheet and being able to select relevant data for Freedom Of Information Requests, and service updates.
- Administration support for the Short Break Service, including liaising with families and dealing with any queries/ issues /problems.
- Collation of sessional workers timesheets and checking hours, Spreadsheet prepared for manager to input on Oracle.
- Recording of Short Breaks Panel meetings, preparing referrals for panel, and distribution of referrals to panel attendees.
- To hold responsibility for undertaking the role of fire Marshall and to access appropriate training and complete tasks associated with the role such as weekly alarm checks

- To maintain confidentiality of information at all times in accordance with the procedures of the Freedom of Information Act and Data Protection Act.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.
- This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- The job entails some standing and sitting.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Good standard of general education (A)

Desirable

- Evidence of current and continuous professional development
- A qualification in Information Technology e.g. ECDL or equivalent would be an advantage
- Customer care training would be an advantage

Experience

Essential

- Knowledge and evidence of application in use of Microsoft Office Applications, including excel, and word (A/I)
- Experience of financial systems (e.g. SAP) (A/I)
- Experience of financial monitoring (A/I)

Desirable

- Relevant general administrative experience
- Experience of financial issues – Creditors/ etc
- Good numerical skills

Skills/Abilities

Essential

- The ability to communicate effectively with a wide range of stakeholders, including disabled young people and their families, and a range of professionals. (A/I)
- To support and engage families/carers and young people to access Self Directed Support, including Direct Payments. (A/I)
- Knowledge of financial protocols surrounding Permanent Exclusion/New Protocol/ Continued Participation Plans (A/I)
- Knowledge of financial protocols to support SLAs and Traded Services (A/I)
- Knowledge of financial protocols to support Direct Payments (A/I)
- Knowledge of financial protocols to support Local Authority Recoupment (A/I)
- Must be systematic and pay attention to detail (A/I)
- Good communication skills (both oral and written) (A/I)
- Ability to analyse and evaluate data (A/I)

Desirable

- The ability to organise day to day work, to meet strict deadlines
- Ability to set up a spreadsheet to include calculations as required
- Raise invoices via SAP from information provided by Service Managers, amend/cancel orders as required
- Ability to meet strict deadlines and work under pressure
- Ability to work with a minimum of supervision
- Ability to liaise professionally with staff at all levels and members of the public

Commitment

Essential

- Commitment to provide a quality service to meet the needs of the commissioning and Inclusion Division (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- To practise and promote equality of opportunity and non-discriminatory practice

Other

Desirable

- A positive attitude towards personal training and development