

Job Description

Job title	Client Financial Affairs Officer
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 4
Reports to	Team Manager – Client Financial Affairs

Main purpose of the job:

Apply to the DWP/COP to secure finances and benefit entitlement and Act on behalf of the Corporate Deputy/Appointee to manage the finances for ASC clients who are assessed to lack mental capacity to manage their own finances.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Deliver high-quality, person-centred care and support, undertaking an assessment of how the person wishes to use their income and assets in order to identify what is important to the individual and help them to live the life they want to live and ensuring it is in the individual's best interests.

Liaise with multiple internal and external organisations (for example: OPG, DWP, COP, Social work teams, Community Mental Health Teams and Housing) to ascertain additional information as required in order to identify the appropriate support for a person.

Support people and their carers, family members or others in their support network, to build and maintain community links, and to live as independently as possible, for as long as possible.

Build and develop relationships with wider partners to conduct person-centred reviews, including annual COP statutory reviews, of individuals' finances, and work together to enable people to achieve their personal outcomes.

Independently carry a case load and manage this with regular informal and formal supervision from a Senior Social Worker/Team Manager, ensuring that progress is made in a timely manner and that appropriate actions are delivered effectively.

Undertake safeguarding enquiries as directed to ensure vulnerable people are safeguarded and promote making safeguarding personal by demonstrating relevant values and ethics through day-to-day work.

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Undertake a range of complex tasks and assessments, such as writing reports, letters, presentations, presenting complex and/or sensitive information in an understandable way, using a variety of methods that meet the needs of a range of audiences.

Provide advice and guidance on established internal procedures which may involve some interpretation of policy and procedures to meet specific circumstances or problems relating to the well-being of people. This will include the requirement to implement regulations which have a direct impact on the health, safety and well-being of people.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to the Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be contactable.
- Be honest.
- Be focused.

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- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for Adults with care and support needs and promote others to share the same drive.

‘Make no decision without me without me.’

Organisation:

This role reports to the Team Manager – Client Financial Affairs

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE's (grades 4-9) or equivalent, including Maths and English

Level B (in addition to level A criteria)

- Completion of all mandatory training
- Completion of all mandatory benefits training
- APAD Accreditation Qualification

Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development.

Knowledge

Level A

- Awareness of key policies, legislation and statutory guidance for adult social care.
 - Knowledge and understanding of the Care Act 2014, Mental Capacity Act 2005, DWP legislation and safeguarding policies and processes.
 - Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.
 - Working knowledge of financial procedures appropriate to the role.
 - Familiarity of available service and community assets to support individuals.
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- Knowledge of DWP legislation.
 - Knowledge of GDPR

Level B (in addition to level A criteria)

- Ability to apply knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to Adult Social Care including the Care Act 2014, Mental Capacity Act 2005.
- Knowledge of the Court of Protections procedures and application of the office of the Public Guardian standards
- Demonstrate skills and knowledge to contribute effectively to the safeguarding process.
- Be aware and challenge organisational cultures that may lead to poor practice in safeguarding.
- A good understanding of equality, diversity and inclusion.

Level C (in addition to levels A and B)

- Detailed knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act and Mental Capacity Act.
- Extensive knowledge and understanding of working with vulnerable adults.

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Experience

Level A

- Experience of securing benefit income.
- Experienced in managing finances/income and expenditure
- Experience of working with vulnerable adults.

Level B (in addition to level A criteria)

- Experience in identifying budget implications for an individual while meeting essential outcomes
- Ability to effectively manage and maximise a client's finances/capital and assets
- Experience of preparing appropriate reports and statements for the Office of the Public Guardian and the Court of Protection
- Experience of ensuring the protection of Property process is completed satisfactorily.

Level C (in addition to levels A and B criteria)

- Experienced in making informed decisions, considering challenges from different perspectives, analysing potential outcomes, and taking appropriate action to safeguard client finances.
- Negotiates and engages with internal and external partners to achieve the required financial outcomes for appointeeship and deputyship clients.
- Experience of mentoring and supporting the learning of less experienced staff, sharing knowledge, for example, of client groups (OP, MH, LD) and resources.
- Experience in taking action to secure the immediate safety of the adult at risk of abuse

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Full UK driving licence and access to a vehicle– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.
- Ability to demonstrate excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.
- Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team.
- Ability to show sound judgement in decision making, resolving problems in relation to Appointeeship and deputyship clients
- Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales with support.
- Provides professional complaint responses within specified timescale.
- Compliant with Data protection and GDPR

Level B (in addition to level A criteria)

- Ability to build strong relationships with the team but also with stakeholders and customers.
- Demonstrable experience of planning ahead and having the ability to respond positively to change.
- Ability to monitor the effects of decisions, taking account of risks and being prepared to take ownership of actions, and modify own and others work practices where necessary.
- Ability to show sound judgement in decision making, resolving problems and providing direction in complex and sensitive situations.

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Level C (in addition to levels A and B)

- High level of analytical and data interpretation expertise and accurate attention to detail including a history of working to a high level of accuracy and problem solving.
- Commitment to continually seek and implement improvements and helping others to cope with change.
- Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales.
- Promotes positive approaches to diversity, identity and equality. |