

JOB DESCRIPTION

SERVICE UNIT: ADULT SOCIAL CARE SERVICES
JOB TITLE: DEPUTYSHIP OFFICER
REF NO: ZP3348
GRADE: BCP GRADE G (£29,269-£32,076)
RESPONSIBLE TO: DEPUTYSHIP TEAM MANAGER

MAIN PURPOSE

- To carry out a range of duties including advising, reviewing, auditing and problem solving in respect of the finances and property of a personal caseload of vulnerable adults for whom BCP Council has been appointed Corporate Appointee or Deputy for Property and Affairs.
- To manage the financial affairs of clients with due care and diligence and in their best interests, ensuring receipt of eligible welfare benefits, safeguarding and management of savings and property, payment of living expenses, and the allocation and disbursement of personal allowances.

MAIN RESPONSIBILITIES

1. To act as a point of contact in the referral process for potential clients and their families, and internally for social care professionals. Providing information and advice on financial matters, and details of the criteria for the service and action relating to the Court of Protection and the Department for Work & Pensions.
2. Taking responsibility for a caseload of clients and managing every aspect of their finances with professionalism and diligence, including the maximisation of income, prompt and accurate expedition of payments, and creating strategies for dealing with debt.
3. Ensuring that clients are empowered to make decisions regarding their finances where possible, making recommendations to the Deputyship Team Manager having due regard to the Mental Capacity Act 2005 and internal procedures.
4. To apply to the Court of Protection and DWP for Deputyship Orders and Appointee ship respectively, ensuring applications and witness statements are correctly submitted, and exemptions from fees applied for where appropriate.
5. To conduct regular face to face reviews, at least annually, for clients ensuring BCP Council fulfils its obligations under the Office of the Public Guardian's standards, and opportunities to enhance the client's quality of life are maximised.
6. To follow the Corporate Code of Conduct for Appointees and the guidelines set by the Court of Protection and Office of the Public Guardian for Deputyships in all instances.
7. To maintain an audit record of decisions made and work done, for both internal audit and financial, analytical and planning purposes as well as external challenge from the Office of the Public Guardian, family members or other professionals.

8. To liaise with other agencies and service units to coordinate effort on client cases.
9. To undertake periodic audits of ledgers and receipts maintained when a client's weekly budget is delegated to a care provider to manage, in order to safeguard against financial abuse.
10. To represent the Deputyship Team, when appropriate, at internal and external meetings, such as Adult Protection or Best Interest Decision meetings.
11. To undertake such training as may be required to ensure the duties of the post are carried out efficiently and effectively.
12. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.
13. To undertake such other duties as may be required from time to time commensurate with the level of the post, including providing cover for other team functions in the absence of colleagues.

ATTRIBUTES & CRITERIA	METHOD OF ASSESSMENT
EXPERIENCE <ul style="list-style-type: none"> • Experience of working in a banking or financial environment • Experience of working in an advice giving customer facing role • Experience in social care or a similar field, • Experience in working as part of a team • Experience of working in Word and Excel 	Application Form Interview References
QUALIFICATIONS / TRAINING <ul style="list-style-type: none"> • Educated to NVQ4 or equivalent experience • Level 2 Excel qualification or equivalent • Level 3IFS certificate in Financial Studies/AAT Level 3 Diploma in Accounting or equivalent qualification in finance or accountancy related subject 	Application Form Certificates
APTITUDES /ABILITIES <ul style="list-style-type: none"> • Strong communication skills with ability to convey complex financial information to a range of audiences • Confidence to challenge the accepted, or expected, view • Ability to produce, analyse and present data • Ability to work on own initiative, with good creativity and innovation • Ability to relate and deal sensitively with a wide range of people • Ability to propose new and improved ways of working • Aptitude for problem solving • Good customer services skills • Aptitude for realistic budget planning 	Application Form Interview References Practical Test
KNOWLEDGE <ul style="list-style-type: none"> • Knowledge of welfare benefits and current legislation • Knowledge of debt management strategies • An understanding of the role of Social Care • An understanding of Deputyships and Appointeeships • Knowledge of key legislation such as the Mental Capacity Act and the Care Act 	Application Form Interview
ATTITUDE / MOTIVATION <ul style="list-style-type: none"> • Self motivated to learn and develop new skills • Flexible and adaptable approach to working arrangements • Ability to work cooperatively as part of a team and independently on own caseload • Committed to putting customers first and providing them with an excellent, high quality service 	Application Form Interview References

OTHER FACTORS

- Ability to travel around the BCP Locality in an agreed timely manner
- Enhanced DBS check with a check of the adult barred list

Application Form
Interview
DBS checks