

## **Client Financial Protection Officer - fixed term/secondment opportunity for up to 18 months due to funding**

**Salary: Band: 7, £31,067 - £35,235 p.a.**

### **37 hours per week**

Portsmouth City Council is committed to safeguarding and promoting the welfare of adults at risk and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

### **The Service**

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and if they reflect how you are and how you work then this could be the role that meets your expectations.

### **What is the role?**

You will be ensuring that the best financial interests of vulnerable service users are secured through the use of appropriate legal procedures and advising care management and other staff on such issues and to undertake practical casework where required.

### **Your duties will include**

1. Responsible for reconciling and investigating queries on clients' accounts to ensure high levels of safeguarding.
2. Responsible for scrutinising and paying clients' bills in a timely manner to ensure excellent customer service.
3. To manage clients financial affairs in accordance with standards expected of a public authority deputy.
4. To make, monitor and maintain state benefit claims for adults under Deputyship or Appointeeship.
5. To complete and maintain financial assessments for adults managed under Deputyship or Appointeeship.
6. Gain insight into clients to support best interest decisions.
7. Perform deputy/Appointeeship visits to clients
8. Prepare annual deputy reports for adults under Deputyship orders regulated by the Office of Public Guardianship OPG.
9. Making sure clients receive their personal expense allowance.
10. Making application for the appointment of Appointeeship via the DWP to ensure quick access to funds for vulnerable clients.

11. Making application for the appointment of a Receiver/Deputy (in consultation with the Team Manager) and undertaking the necessary work leading to the appointment of a Receiver/Deputy.
12. Undertaking the necessary casework following the issue of the Receivership Order.
13. Undertaking any necessary casework and/or assisting others to do so.
14. Researching as necessary in these cases to enable the above legal authorities to be granted.
15. Giving requested advice (where appropriate) on the protection and management of the affairs of vulnerable adults and attendant matters (including Appointeeship and Power of Attorney) discussing as necessary with the Team Leader and relevant operational staff.
16. Visit clients to maintain regular contact and ensure engaged and involved in any decisions surrounding financial affairs.
17. Facilitate and support house clearances and works required for clients.
18. Authorising payments, signing cheques, as necessary in accordance with financial regulations.
19. Observing all Health and Safety rules and to take reasonable care to provide the health and safety of themselves and others (including risk assessments where necessary)
20. Acting in a way that supports and promotes PCC Equal Opportunities Policy, which aims to ensure that everyone has equal treatment and equal access.
21. Contributing to Best Value by working in an effective, efficient and economic way and to suggest and implement improvements to the service wherever possible.

### **Who is the person?**

You need to:

1. Ideally be educated to A level or equivalent or have equivalent working experience
2. Have evidence of a knowledge in the provision of a local authority deputy and appointee service.
3. A good understanding of The Mental Capacity Act 2005 and its Code of Practice, including an understanding of how the five statutory principles of the MCA are applied within working practices.
4. Have knowledge of The Care Act, public authority funding and charges for care.
5. Have the ability to reconcile accounts and identify and investigate anomalies on accounts
6. Have excellent communication skills both verbal and written. You will have experience in writing clear and accurate letters, email, reports, decisions, and objective notes. The

ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post

7. Have experience of completing annual deputy reports
8. Have experience of visiting vulnerable clients
9. Be a good decision maker. Have an understanding of need for protection of vulnerable adults & their carers
10. Have a general knowledge of Appointeeship
11. Have a general knowledge of Court of Protection & Public Guardianship Office & awareness of relevant legislation
12. Have a knowledge of benefits systems including the completion of claims
13. Have negotiation skills, and the ability to elicit trust
14. Have some knowledge of the relevant issues affecting clients mentally incapable of managing their own affairs
15. Have a sound working knowledge of Microsoft Word & Excel
16. Have a full appreciation of equalities & customer care
17. Have good analytical skills
18. Have sound numerate & administrative skills
19. Have the ability to work under pressure & to deadlines, with the ability to prioritise & plan workload
20. Have the ability to work on your own initiative, be self motivated & assertive
21. Be a good team worker
22. The ability to travel across the City as you will be visiting clients.

**Additional information:**

**How to apply:** Remember to demonstrate why you are suitable against each of the points described in the 'Who is the Person' points on the Job Profile using examples from your experience or transferable skills. This might be through qualifications or descriptive examples from your work / personal experience, which clearly illustrates what you did and the effect it had. This is important or you are likely not to be shortlisted. Please read alongside the 'How to apply' on the careers page.

**General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).



Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full notice.

Please include the below statement in your application. It is important you know your rights.

I have read the Standards/Enhanced Check Privacy Policy for applicants and I understand how the DBS will process my personal data and the options available to me when submitting an application

Signed.....Dated.....

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.