



Client Financial Protection Officer

Salary: Band: 7, £32,061 - £36,363 p.a.

37 hours per week

Office attendance is required minimum 2-days a week for full time staff but may be more subject to business needs.

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 such as Corporate Appointeeship and Deputyship and advising care management and other staff on such issues and to undertake practical casework where required.

Your duties will include

1. An understanding of the Mental Capacity Act 2005 and the different legal powers available to manage someone's finances.
2. Responsible for reconciling and investigating queries on clients' accounts to ensure high levels of safeguarding.
3. Responsible for scrutinising and paying clients' bills in a timely manner to ensure excellent customer service.
4. To manage clients financial affairs in accordance with standards expected of a public authority deputy.
5. To make, monitor and maintain state benefit claims for adults under Deputyship or Appointeeship.
6. Authorising payments, signing cheques, as necessary in accordance with financial regulations.
7. Making sure clients receive their personal expense allowance.

8. Visit clients to maintain regular contact and ensure engaged and involved in any decisions surrounding financial affairs. Therefore, use of own transport or comfortable with public transport is required.
9. To complete and maintain financial assessments with the FAB team for adults managed under Deputyship or Appointeeship.
10. Gain insight into clients to support best interest decisions.
11. Prepare annual deputy reports for adults under Deputyship orders regulated by the Office of Public Guardianship OPG.
12. Making application for the appointment of Appointeeship via the DWP to ensure quick access to funds for vulnerable clients.
13. 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.
14. Undertaking the necessary casework following the issue of the Receivership Order.
15. Researching as necessary in these cases to enable the above legal authorities to be granted.
16. 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.
17. Facilitate and support house clearances and works required for clients.
18. 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)
19. Acting in a way that supports and promotes PCC Equal Opportunities Policy, which aims to ensure that everyone has equal treatment and equal access.
20. 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 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 a general knowledge of Court of Protection & Public Guardianship Office & awareness of relevant legislation including the OPG Deputy Standards.
5. Have a general knowledge of DWP Appointeeship.
6. Have knowledge of The Care Act, public authority funding and charges for care.
7. Have the ability to reconcile accounts and identify and investigate anomalies on accounts
8. Good analytical skills and attention to detail
9. 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.
10. Understanding the importance of completing annual deputy reports
11. Experience of visiting vulnerable clients.
12. A good decision maker and have an understanding of the need for protection of vulnerable adults.
13. Have a knowledge of the DWP benefits systems including the completion of claims
14. Negotiation skills, experience of dealing with external providers and dealing with complex system issues.
15. Some knowledge of the relevant issues affecting clients mentally incapable of managing their own affairs
16. Strong IT skills, including experience of using Microsoft Office applications, and being confident with the use of technology.
17. A full appreciation of equalities & customer care
18. Sound numerate & administrative skills
19. Have the ability to work under pressure & to deadlines
20. Ability to work on own initiative and plan and prioritise own workload.
21. Have the ability to be self motivated & assertive
22. Be a good team worker



23. The role is a visiting role, therefore use of own transport or being comfortable with using public transport is required for the role.

24. A solid understanding of GDPR and how to work within this legislation.

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

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).