



Financial Assessments and Benefits Officer - (Adults)

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. Every post is subject to PCC and Portsmouth Safeguarding Adults Board safer recruitment procedures.

This role requires a Disclosure and Barring Service (DBS) check at Enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

The Financial Assessment and Benefit Team are located within the Adult Social Care Income Team sat within the Finance Directorate, providing a front-line service to clients in receipt of Adult Social Care services.

What is the role?

This role is responsible for completing timely and accurate means-tested financial assessments for Adult Social Care clients, in line with the Care Act 2014 and local charging policies.

Assessments are usually carried out at the client's main residence and involve a detailed review of their financial circumstances to determine the appropriate contribution towards the cost of local authority-funded care and support. The role requires the sensitive collection and handling of personal and financial information.

You will guide and support clients and/or their representatives throughout the financial assessment process, including providing guidance on Disability-Related Expenditure and Deferred Payment Arrangements where appropriate.

The role also includes delivering high-quality welfare rights and benefits advice, ensuring clients and carers receive the full range of benefits to which they are entitled, helping to maximise income for both the client and Adult Social Care. This includes identifying and supporting claims for unclaimed benefits such as Attendance Allowance, Personal Independence Payment, Universal Credit, Pension Credit and Housing Benefit. You will provide practical support with benefit applications where required, clearly explain assessed maximum charges, and how contributions are calculated.

The role involves close collaboration with Adult Social Care practitioners, ASC Billing and Debt Recovery teams, the Care Purchasing Team and Legal Services to support effective service delivery.

Who is the person?

You need:

1. To have experience in working within a front-line customer facing service
2. An understanding of the chargeable services provided by Adult Social Care
3. An understanding of the Care Act 2014 and how this underpins ASC charging frameworks
4. An understanding of completing financial assessments in relation to charging for adult social care services
5. Experience of working with DWP Welfare Benefit's with particular knowledge of benefits that may be applicable to people with disabilities.
6. The ability to identify entitlement to unclaimed disability benefits, means tested benefits, premiums and state pensions and provide support with claiming these ensuring maximisation of client income
7. To have excellent attention to detail
8. Ability to interpret financial evidence (bank statements, property valuations, land registry documents)
9. Strong numeracy skills with ability to interpret financial information
10. The ability to work with vulnerable adults sensitively and professionally with empathy, integrity and patience.
11. To have excellent communication skills both verbal and written, with the ability to communicate effectively with staff at all levels, including senior officers. You will have the ability to converse at ease with customers and provide advice in accurate spoken English.
12. To be competent in the use of IT systems, proficient in the use of Word, Outlook etc. plus the ability to use large databases such as ContrOCC and Fusion.
13. An understanding of GDPR and keeping data secure is vital
14. The ability to form good relationships & provide a first-class service both internal and external.
15. To have the ability to get on well with colleagues & team members.
16. Be able to prioritise and plan your workload.
17. Have a good knowledge and understanding of customer care, equalities & Health & Safety
18. Have the flexibility to change with the changing demands on Financial Services.
19. To be able to provide your own transport or be confident in the use of public transport to fulfil the duties of the post.

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](#).