



Job Title: ASC Money Management Complex Case Officer	Role Profile Number: ENN32
Grade: N	Date Prepared: 27/12/2019
Directorate/Group: Finance	Reporting to: ASC Money Management Team Manager

Job Purpose

- To administer vulnerable adults finances in residential care or in the community where there is no other appropriate person to act on their behalf under an Appointee or Deputyship service.
- Ensure that legal and financial requirements are met whilst ensuring the five principles of the mental capacity act are complied with and Office of the Public Guardian standards are met.
- Meeting the needs of service user's and ensuring a high standard of service is achieved.
- Ensure all activities are performed in accordance with defined processes, timetables and in a compliant manner.

Key Accountabilities

- Manage all financial aspects for an allocated caseload of adults who have been deemed to lack the mental capacity to manage their own financial affairs and property. Ensuring their financial circumstances are maximized.
- Undertake a welcome and introduction visit to establish direct contact with the service user and provide assistance, understanding or guidance as to what the Appointee or Deputyship will mean for them, how it will support them and how they can make contact. Where required this visit will be with the social worker or support worker.
- Maintain direct ongoing contact with the service user so that they can make additional requests, adjust any current arrangements in place, raise concerns and issues and discuss their financial portfolio in detail.
- Set up individual bank accounts for income and outgoings of each service user within the allocated caseload.
- Complete and submit applications to the Department for Work and Pensions for Swindon Borough Council to act as Appointee for the management of Welfare Benefits. Arrange and coordinate meetings with the Department for Work and Pensions where required. Complete all ongoing application and review forms in accordance with requirements from the Department of Work and Pensions.

- Complete and submit applications to the Court of Protection ensuring that they are accurate and a true reflection of the individual's financial portfolio.
- Arrange and undertake home visits where a Money Management Support Plan will be completed/updated, outlining to the service user a full overview of their current financial portfolio, discussing and agreeing with them their future goals and wishes, communicating with the client in a way that meets their requirements.
- Attend Best Interest Meetings to ensure that financial matters are raised and considered with each decision that is made.
- Share and discuss financial information with the service user so that they are kept informed of any changes and their current financial position.
- Record transactions on an in house excel based system and to provide a clear audit trail to demonstrate compliance, good record keeping and fair customer outcomes.
- Committed to meeting deadlines and adhering to requirements in relation to accuracy and high-pressure timescales.
- To deal with financial enquiries relating to the service user within the organization and externally. Taking ownership of query resolution and providing support in escalation processes where appropriate.
- Liaise directly with Support Staff regarding any appointments due and hold six monthly review meetings with the Support Staff to ensure that the service user is receiving the care that is being paid for.
- Ensuring social work teams are aware of any issues or concerns and that the social worker has the necessary information to ensure financial issues are considered and reviewed as part of the service users social care reviews.
- For Appointeeship Accounts, ensure these are properly set up and maintained, whilst liaising with the Benefits Agency to ensure all appropriate benefits are claimed, personal monies are available and all bills paid in a timely fashion ensuring that all changes in circumstances are reported accurately and promptly.
- As part of deputyship requirements, carry out home visits to ensure documents are secured, homes are secured, inventories made, insurances put in place, clearances and sale of property are arranged under the jurisdiction of the Court of Protection.
- Liaise with banks, solicitors, public bodies, estate agents, utility providers and any other organizations where capital may be held and or debts may exist. Including the closure of extraneous accounts ensuring effective management of the service user's property and financial affairs, whilst undertaking meetings with internal social workers and external service users, over the phone and face to face where applicable.

- Develop and maintain an effective relationship with the nominated SBC Deputyship Officer and ensure appropriate matters are brought to their attention and resolved in a timely manner.
- Maintain a good understanding of the Mental Capacity Act (MCA) and its Code of Practice and of the Local Authority Deputyship Standards as set out by the Office of the Public Guardian.
- Undertake Safeguarding Vulnerable adults training and ensure that training is kept updated and current.
- To assist the Team Manager in improving standards and procedures of the team. Contribute to continuous improvements in processes, procedures, and controls in order to deliver efficiencies and service enhancements, ensuring the team is as effective as possible within the resources available.
- Provide cover for other colleagues within the team at busy times as required. Liaise closely with other colleagues within the appointee and deputy team and within the organisation, building and maintaining good relationships; promoting “one team” working across the council to optimise team utilisation; and contribute to team. Promote a customer focused and team based culture that identifies, communicates, and addresses customer needs.
- Ability to make site visits throughout the Borough.
- Undertake any other duties as required by the Council or Team Manager within the scope of the role.

Supplementary Accountabilities

- To uphold and comply with the statutory provisions of Health and Safety at work Act 1974 and the management of Health and Safety at Work regulations 1999.
- To understand and promote equality and diversity best practice in all areas of work
- To maintain confidentiality and comply with Data Protection Act.
- Ensure that any identified personal training needs are discussed with the Team Manager including being appraised in accordance with the Council’s development and appraisal scheme.
- Familiar with Best Interest framework.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable finance administrative experience to include the use of a variety of systems and to input high volumes of data.
- Ability to build effective professional relationships with service users.
- Ability to communicate effectively with colleagues, customers and contacts across all platforms.
- Good interpersonal skills.
- Strong organisational skills, customer and delivery focus.
- Mathematically minded with strong numeracy and analytical skills with the ability to work with financial information.
- Proven experience in a similar team within a service organisation
- Methodical with high attention to detail abilities.
- Competent and experienced in the use of MS Excel, Word and Outlook.

Qualifications

- Educated to GCSE level (grade A-C) or equivalent in Maths and English.

Decision Making

- Prioritisation of work
- Self-motivated and pro-active.
- Good decision making and judgement, knowing when to escalate complex matters to the Team Manager
- Assessing benefit entitlement and applying accordingly dependant on individual circumstances
- Reconciliation and monitoring decisions are made within broad criteria governed by good accounting practice and within DWP and Court of Protection/Office Public Guardianship guidelines
- Discretion to deal with errors and ad hoc financial queries according to need of clients.
- Scrutinizing payments ensuring goods/services have been received and affordability for the service user within our authorisation limits.
- Seek legal guidance where appropriate.

Creativity and Innovation

- Ability to identify opportunities to improve standards and procedures within the team.
- Ability to explain financial information and develop money management plans with service users who do not have the capacity to manage their own finances.
- Flexibility to meet the varying demands of the role.
- Proactively identifying opportunities to manage workload more productively and effectively.

<u>Job Scope</u>	Budget Holder Responsibility	No
Number and types of jobs managed	Asset Responsibility:	Laptop and Mobile
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• None		

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Regular contact via telephone, email and answering enquiries from Internal SBC managers/ staff.
- External: Service Users, Department of Works and Pensions, , Corporate Bankers, Core Managers, Residential Homes, Housing Associations, Police and Coroners, Debt Collection Agencies, Client, next of kin, Solicitors Law and Governance, Department of working pensions, Court of Protection and the Office Of the Public Guardian, Social workers and various other professionals.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Work is office based, visiting service users and relatives in their own homes in order to carry out the responsibilities of the job role.
- An enhanced DBS check is required for this role.
- Remote working

Employee Signature:	Print Name:
Date:	
Team Managers Signature:	Print Name: MR DARYL HAYTON
Date:	