

Client Affairs Service - Officer Grade 6

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The Client Affairs Service are responsible for looking after the property and financial affairs of people who lack the mental capacity to do so for themselves by acting as Court appointed Deputy or Department for Work and Pensions (DWP) approved Appointee. The decisions made by the team on behalf of clients ensure that their financial affairs are properly managed, and their independence and choice are maintained.

All people being supported by the Client Affairs Service will be eligible for adult social care support under the relevant legislation governing care and mental capacity.

Reporting Relationships

Responsible to: Client Affairs Service Senior Officer

Responsible for: N/A

Key Accountabilities:

1. To make decisions on behalf of a person who lacks the mental capacity to manage their finance and/or property for themselves. For each person, assess using the principles of the Mental Capacity Act, the appropriate level and extent of intervention required to ensure the financial affairs of the person, such as internet banking, day to day expenditure etc. are adequately managed and independence and choice maintained.
2. To liaise with a variety of external public and private agencies, statutory bodies, solicitors, banks, building societies, finance houses and DWP and key workers to effectively manage the financial affairs of a person who lacks the mental capacity to do so for themselves.
3. To be responsible for gathering information and preparing applications for the Court of Protection regarding the appointment of a financial Deputy (Court of Protection Services Manager). Ensuring that individual need and choice is promoted and compliant with the principles of the Mental Capacity Act.
4. To be responsible for preparing annual and financial accounts, meeting audit requirements and those of the Office of the Public Guardian (OPG) and Department of Work and Pensions (DWP).
5. To make decisions on behalf of, and in conjunction with the court appointed Local Authority Deputy and any other advisory body, regarding the management of a person's finances and authorise expenditure within agreed local limits, in order to enhance the person's quality of life and achieve expected outcomes. This includes undertaking consultation with the person (where possible) and their professional key workers, family

and others as appropriate regarding purchases, investments and disposal of assets.

6. To identify and raise any issues of compliance with relevant legislative and statutory requirements, organisational policy and eligibility criteria.
7. To undertake and complete administration tasks, including daily financial transactions, written and verbal communication and ensuring appropriate records are maintained in accordance with statutory and departmental guidance.
8. To undertake periodic client visits and reviews as necessary, particularly where there is no allocated Social Worker.
9. Undertake any other duties required by Management which are commensurate with the grading of the post.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.



Safeguarding


Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
 I = Assessed at Interview
 T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> NVQ level 3 or equivalent experience Accredited, or committed to working towards Accreditation to the Association of Public Authority Deputies 	<p>A/I A/I</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Understanding of the Mental Capacity Act and how it applies to deputyship and deprivation of liberty safeguards Knowledge and experience of working with people with mental incapacity To plan and prioritise work to meet deadlines and work effectively under pressure Experience of working in an administrative or finance function Knowledge of benefits and pensions payable to service users by DWP etc The ability and experience to operate computer - based information system and use Microsoft Office packages Ability to analyse processes and recommend changes to improve efficiency Experience of working with internal & external customers to provide an excellent quality service 	<p>A/I A/I A/I A/I A/I A/I A/I</p>

	<ul style="list-style-type: none"> An understanding of investment and asset management 	<p>A/I</p>
	<p>Skills This post is designated as a casual car user</p> <ul style="list-style-type: none"> Competent communication skills: ability to express clearly in written and spoken word and be able to influence, negotiate and persuade in service user’s best interests Competent numeracy and budgetary skills, including the ability to ensure that the service user’s resources and those of the County Council are used to maximum effect. Organisational skills A responsible and flexible approach to work as a member of a team, demonstrating the ability to respond positively to changes in work allocation at short notice. Be prepared to undertake personal development and training Have a proven commitment to being a team player Have a commitment to the principles of strengths-based practice Ability to travel around the county (special arrangements can apply for people with a disability) 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300