

**Job Description**

**Job Title: Benefits Support Officer – Financial Safeguarding Team**

**Salary Grade: Grade 3**

**SCP: 18-21**

**Job Family: Business Support**

**Job Profile: BS4a**

**Directorate: People Services Directorate**

**Work Environment: Agile**

**Reports to: Senior Caseworker/Team Manager**

**Number of Reports: N/A**

**Purpose:**

To provide relevant specialist benefits support to the Financial Safeguarding Team and designated SCFAT Caseworker in relation to COP/Appointee customers as part of initial set up activity.

To provide proactive benefits support as part of team review processes and in relation to customers claimant responsibilities.

To escalate any complex benefits issues appropriately.

To specifically monitor the benefit issues /capital of adult social care customers -

in relation to impact on social care contributions.

**Main Duties and Responsibilities:**

To maintain and develop knowledge of the rules and regulations of all means tested social security benefits and keep up to date with Welfare Reform.

To maintain and develop knowledge of review financial assessments using the Department of Health’s Care and Support Statutory Guidance and Regulations in relation to Charging and Review Financial Assessments and local policies.

To monitor capital limits for all customers in order to ensure that customer finances are managed effectively.

To provide “triage” service for relevant benefits related requests, queries or issues, with ability to determine how to appropriately allocate either to colleagues in Social Care Financial Assessment Team, refer to Welfare Rights Service (e.g. debt) or to plan into own workload.

Ensure compliance with statutory, regulatory and legislative requirement in relation to customers benefit claims and claimant responsibilities including relevant claims, change in circumstances and benefit reviews forms issued by DWP etc.

To be able to identify and escalate complex benefit issues or issues where a claimants benefits may be at risk.

Identification of benefits under and overpayment of benefits.

Effective prioritisation, planning and organisation of own workload in line with established priorities in order to meet targets, deadlines and customer requirements.

Liaison with Department of Work and Pensions as necessary.

Provide relevant and accurate information, advice and guidance to customers, colleagues and partner organisations in a timely manner and in accordance with legislation, regulations, policies and procedures relating to social care financial assessments and benefits. Also provide advice, guidance and support to other team members, sharing knowledge and best practice.

Respond to customer requests, queries and complaints, collating information and ensuring any problems or issues are resolved promptly. Ability to demonstrate an effective response to customer needs, keeping customers informed, managing customer expectation and ensuring positive feedback.

Identify, collect, collate and analyse information by accurately maintaining records and producing reports when requested for various data sets. Using bespoke CASPAR database, SWIFT/AIS and other monitoring records in accordance with Information Governance and Data Protection policies. This will also include providing detailed and accurate management information for the Financial Safeguarding Team Manager to use in order to make informed decisions.

Liaise with colleagues and partners to share information and ideas to resolve issues

Work under general supervision, guidelines, procedures and instructions, receive and undertake work instructions from Senior Case Worker and Team Manager.

Application of Information Governance policies, in particular Data Protection and client confidentiality, in addition to Adult Safeguarding.

Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.

Comply with the principles and requirements of the Freedom of Information Act 2000

Comply with the Council’s information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.

Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.

Comply with the principles and requirements in relation to the management of Council records and information ; respect the privacy and personal information held by the Council.

**Date: 07/09/2018**