

**Job Description**

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

**Salary Grade: Grade 3**

**SCP: 7-11**

**Job Family: Business Support**

**Job Profile: BS4a**

**Directorate: People Services Directorate**

**Job Ref No:**

**Work Environment: Agile**

**Reports to: Senior Case Worker/Team Manager**

**Number of Reports: N/A**

**Purpose:**

* To provide proactive benefits support as part of team review processes and in relation to customer claimant responsibilities
* To specifically monitor the benefit issues /capital limits of adult social care customers - in relation to the impact on social care contributions

**Key Responsibilities:**

* To maintain basic knowledge and awareness of Welfare Benefits and keep up to date with Welfare Reform
* To monitor capital limits for all customers in order to ensure that customer finances are managed effectively
* To provide a “triage” service for relevant benefit related requests, queries or issues, with the ability to determine how to appropriately allocate either to colleagues in the Social Care Financial Assessment Team, refer to Welfare Rights Service (eg debt) or to plan into own workload
* To be able to identify and escalate complex benefit issues or issues where claimant benefits may be at risk i.e. monitoring capital limits, missing/new payments to the Caseworker (Benefits Support).
* Supporting and monitoring initial applications for Universal Credit claims online
* 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
* Identify, collect and collate information by accurately maintaining records and producing reports when requested for various data sets
* Using bespoke CASPAR database, LAS 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 make informed decisions
* Providing factual and financial information, including client bank statements to colleagues in the Social Care Financial Assessment Team
* Supporting the work of the team with Office of the Public Guardian annual fees
* 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, Data Protection and client confidentiality, in addition to Adult Safeguarding.

**Other Duties :**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To 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