## Job Description

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| **Job title** | Caseworker |
| **Salary, Grade and SCP** | Grade 4, SCP 12-17, £26,421 - £28,770 |
| **Service/Team** | Adult ServicesFinancial Safeguarding Team |
| **Responsible to** | Senior Case Worker/Team Manager |
| **Responsible for staff/equipment**  | N/a |
| **Main purpose of job**  | To provide a range of specialist, technical, clerical, financial and safeguarding support services for vulnerable adults, to defined standards, codes of practice and legislation determined by the Office of the Public Guardian, the Courts and in accordance with The Care Act 2014, The Mental Capacity Act 2005, and The Public Health (Control of Disease) Act 1984.   To provide a quality and efficient service to internal and external customers in relation to client finances managed by the Financial Safeguarding Team via Court of Protection and Appointeeship.  To effectively manage the finances of vulnerable clients via Court of Protection and Appointeeship in accordance with associated regulations.  To complete Protection of Property visits in accordance with The Care Act 2014 and to arrange Public Health Funerals in accordance with The Public Health (Control of Disease) Act 1984.  |
| **Key responsibilities**  | Responsibility of managing customers day to day finances under appointeeship/court of protection. Responsibility for managing customer property, including carrying out protection of property visits, sale of property, ensuring appropriate insurances are in place and arranging for any remedial works to be carried out. Responsibility for arranging Public Health Funerals and liaison with Funeral Director, relatives and friends of the deceased.  |
| **Key tasks**  | Effective prioritisation, planning and organisation of own workload in line with established priorities to meet targets, deadlines, and customer requirements; delivering the service in accordance with legislation and procedures set by the Courts, Office of the Public Guardian, and the Council. Ensuring compliance with statutory, regulatory, legislative and technical standards in addition to corporate policies and procedures to resolve issues, whilst maintaining a high standard of customer service. Undertake a range of functions including completing Court of Protection applications, managing and reconciliation of client finances and investments whilst autonomously making best interest decisions for our customers. Regularly monitor and reconcile financial transactions using multiple financial systems including bespoke internet banking, CASPAR Cloud database, e-forms and SAP/SRM to process customer and vendor transactions.   Complete full reviews of customer finances to ensure best interest decisions are made relating to client investments. Produce annual Deputyship Reports for Court of Protection clients for submission to the Office of the Public Guardian to demonstrate effective financial management in our role as Deputy. Involvement in debt recovery process, ensuring a resolution is agreed for those customers with outstanding debts to the council and to also act on behalf of our customers who have incurred debt, whilst lacking the mental capacity to make decisions regarding their finances. Negotiate and set up payment plans for customers who have outstanding debts to ensure debt is repaid.  Production of invoices to all clients for fees and charges incurred and arrange for payment to be made, to ensure income is received for the services received. Accurate completion of tasks and analysis of data in order to make best interest decisions for clients, within timescale and whilst ensuring compliance with regulatory and policy guidelines. 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 Court of Protection and Appointeeship. 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 Cloud database, Liquid Logic Social Care Apps 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. Deliver services to the required standard and complete corrective action at the earliest opportunity, whilst ensuring complex issues are escalated to the Senior Case Worker or Team Manager. Liaise with contractors and suppliers undertaking work on behalf of the council and/or our customers. Office based but will involve regular travel and site visits which may include unpleasant or potentially hazardous environments during protection of property visits. These site visits will be undertaken in line with Council and Health & Safety guidelines.  The protection of property visits may also include care of animals and liaison with kennel contractor to arrange safe collection and care of animals. Working with well-defined procedures and formats in accordance with processes and policies, which will include regularly processing financial transactions for clients using our bespoke CASPAR database and internet banking systems. Application of Information Governance policies, in particular Data Protection and client confidentiality, in addition to Adult Safeguarding.  |
| **Other duties/specific policies e.g. DBS** | 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 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. |