

JOB DESCRIPTION

Division / Department

JOB TITLE: Visiting Officer

DIVISION: User Property and Finance Team

GRADE: Band 7-9 Development Scheme

RESPONSIBLE TO: Financial Services Manager – Adult Social Care

POST REFERENCE: 101416

Purpose of Post

- To deliver an effective and efficient service in relation to the completion of financial assessments, which are carried out in respect of charging for non-residential and residential services. This involves provision of benefit advice to service users, and support with benefit applications.
- To manage, as required by statute, the finances of those individuals who do not have the capacity to manage them themselves through appointeeship / deputyship.
- To arrange public health funerals.
- To arrange, as appropriate, protection of properties / boarding of pets, when there are no other persons available to carry out the role.
- All staff will be expected to consider their role in the context of the objectives that the department is working towards and to contribute constructively to its continuous improvement, performance management and best value culture.

Key Relationships

- Financial Services Manager, Adult Social Care
- Assistant Financial Services Manager, Adult Social Care
- Head of Safeguarding and Specialist Services

Main duties and responsibilities at Band 7:

- All staff will be expected to promote team working within their particular staff group / service area but also across the Department as a whole, with corporate colleagues, with staff from other agencies and representative groups and working with elected members as appropriate.
- To support and be instrumental in developing and maintaining a multi-disciplinary service in accordance with the department's values to the community of Hartlepool and promote a culture of collective responsibility and problem solving.
- To adopt a problem solving approach to enquiries from members of the public and other service users.
- To ensure working practices and standards comply with Hartlepool Borough Council's statutory duties, functions, policy and procedural guidance.
- To assist with the assessment of residential and non-residential care charges, including obtaining and verifying information about disability related expenditure.
- To assist with, as required by statute and Adult & Community Based Services Departmental policy and procedures, an estates management service for vulnerable service users within the community who require support / assistance with their finances. This will include the management with support of non-complex community appointeeships, with the understanding that at times these will be transferred to a more experienced officer in response to a change of financial circumstances.
- To follow up where appropriate any action required in relation to benefit claims.
- To assist with implementation of procedures for protection of property for vulnerable service users.
- To assist with other duties included in the role, such as the boarding of pets and arranging contract funerals.
- To liaise effectively with other council officers and partners e.g. Pension Service, Job Centre Plus, Citizens Advice Bureau etc.
- Contribute to the maintenance of accurate records including using information technology systems to carry out duties in the most efficient and effective manner.
- The post holder is responsible for handling confidential information of a personal nature and must ensure that this information is kept up to date, accurate, and securely at all times in line with Hartlepool Borough Council Policy and Data Protection Act.
- To contribute to delivering objectives in the Departmental Business Plan.
- Attend all mandatory and other training identified and approved by the line manager to further develop skills and knowledge relevant to the post.
- Any other duties of a related nature, which might reasonably be required and allocated by your line manager.

Additional duties at Band 8:

- To provide advice and support to users and carers to assist with the maximisation of income via the benefits system. To include verification of entitlement to welfare benefits to the appropriate standard and completion of all relevant claim forms, consents and pro-forma correspondence.
- To calculate financial assessments accurately and timely in accordance as required by Hartlepool Borough Council's statutory duties, functions policy and procedural guidance.
- To undertake accurate and timely reviews of individual cases, e.g. change in service level, benefit uplift/changes etc.
- To provide as required by statute and Adult & Community Based Services policy and procedures a collection service, including within those procedures debt recovery.
- To manage and be responsible for the management of non-complex residential deputyship cases under the estates management service for vulnerable service users, with the understanding that at times these will be transferred to a more experienced officer in response to a change of financial circumstances. Duties will include the completion of annual reports for the Court of Protection, annual visits with the service user to identify any additional requirements for spending etc.
- Assist with the inputting of records in the relation of completed financial assessments.

Additional duties at Band 9:

- To manage and be responsible for the management of complex appointeeship / deputyship cases under the estates management service for vulnerable service users.
- To be responsible for the implementation of inter-agency procedures for financial abuse / protection of vulnerable adults.
- To maintain and update when appropriate knowledge relating to all aspects of welfare rights, charging policies and practice.
- To manage a caseload effectively and to consistently undertake duties and tasks in accordance with policies and procedures of the Department, including National or Local standards, relevant legislation and regulations e.g. the Care Act, Hartlepool Borough Council's Contribution Policy for Non-Residential support.
- Using formal and reflective supervision appropriately, in respect of seeking advice and support, accepting primary responsibility and being able to learn from constructive challenge to apply to future practice.
- To take responsibility for protection of properties, boarding of pets in complex situations.
- To provide support to less experienced members of the team.

- To assist where necessary senior visiting officers, assistant manager and team manager.
- Any other duties of a related nature which might reasonably be required or allocated by the Financial Services Manager, Adult Social Care.
- The post holder will be required to apply for an enhanced check through the DBS process.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: November 2021

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.