

PERSON SPECIFICATION: Visiting Officer

POST REFERENCE: 101416

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.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)
- Educational/vocational/occupational qualifications and/or training - Specific qualifications (or equivalents)	At Band 7 – 9 Good general education, including minimum GCSE Grade C or equivalent in English and Maths. (F) Or Relevant experience of working within a financial setting (F)	At Band 7 – 9 Further education beyond 'A' Level or equivalent (F)
- Work or other relevant experience	At Band 7 Evidence of a basic understanding of State Benefits (F) (I)	At Band 7 Adult & Community Based Services/Local Government knowledge (F) (I)

	Evidence of use of IT Applications. (F) (I) Word, Access, Excel Working with general public, external agencies and service providers (F) (I) Working in a team environment (F) (I) Evidence of managing own workload (F) (I) At Band 8 Evidence of an ability to calculate state benefit entitlement, knowledge of applicable amounts / premiums (F) (I) (T) Competent in use of Departmental IT systems e.g. Carefirst, Controcc, Caspar, Barclays, Enterprise (F) (I) Demonstrate an ability to manage a person's finances via an appointeeship / deputyship order (F) (I) Ability to communicate confidently (F) (I) Evidence of flexibility in approach to meet pressures / demands, and work on own initiative (F) (I) Ability to interpret directives/ legislation, applying information correctly to the UP&FT officer role (F) (I) At Band 9	An awareness of charging for residential and non-residential services (F) (I) An awareness of appointeeship / deputyship roles carried out by the Local Authority (F) (I) Evidence of record keeping and/or setting up systems (F) (I) Evidence of working in a financial setting (F) (I) At Band 8 An understanding of the Care Act 2014, and charging for residential and non- residential services (F) (I) An understanding of the Mental Capacity Act, and how this applies to the team's appointeeship / deputyship function (F) (I)
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	Evidence of a comprehensive understanding of all State Benefits, ability to liaise with DWP to ensure correct premiums are in place (F) (I) (T) Evidence of comprehensive use of Departmental IT systems e.g. Carefirst, Controcc, Caspar, Barclays (F) (I) Evidence of understanding the bigger picture and national/local policies and practices i.e. the Care Act 2014, the Mental Capacity Act, Hartlepool Borough Council's Contribution Policy for Non-residential Support (F) (I) Evidence of working confidently on complex cases (F) (I) Experience of working in more than one area of the functions of the team e.g. financial assessment, appointeeship / deputyship, public health funerals, protections of properties, boarding of pets (F) (I)	
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- Skills, abilities, knowledge and competencies	At Band 7 To demonstrate good communication, and verbal skills (F) (I) Evidence of ability to manage own workload as being an effective member of the team, and where possible experience of working to deadlines (F) (I) To demonstrate appropriate interpersonal skills (I) Evidence of understanding the importance of confidentiality (F) (I) Carry out the duties of the role in a sensitive manner and in line with a person centred approach (I) Ability to work in a team (F) (I) At Band 8 Evidence of ability to communicate effectively with people at all levels of the organisation and with external agencies, both verbally and in writing (F) (I) Evidence of the ability to review a financial assessment, complete new welfare benefit check, and communicate with service user / family as required (F) (I)	At Band 7 Demonstrate awareness of the functions of the User Property & Finance team (F) (I) Evidence of working towards a common goal with team members, colleagues or workers from other agencies (F) (I) At Band 8 Able to demonstrate knowledge of relevant legislation e.g. the Care Act 2014, the Mental Health Act, Hartlepool Borough Council's Contribution Policy for Non Residential Support (F) (I)
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	Demonstrate ability to interpret the implications of directives/legislation and apply information accurately and appropriately. (F) (I) Evidence of flexibility in approach to meet pressures / demands (F) (I) Able to work on own initiative (F) (I) Responsible for own caseload (F) (I) At Band 9 Evidence of the ability to manage a caseload effectively and to consistently undertake duties and tasks in accordance with the policy and procedures of the department and standards set down in law, guidance and regulations. (F) (I) Evidence of the ability to complete new financial assessments and welfare benefit checks (F) (I) Evidence of supporting less experienced colleagues (F) (I) Ability to operate successfully in a wide range of organisational contexts e.g. safeguarding (F) (I) Demonstrate ability to interpret implications of directives / legislation (F) (I)	At Band 9 Evidence of presentation skills (F) (I)
- General competencies	At Band 7	

	Demonstrate that personal and Departmental values are compatible (I) Have a positive attitude toward service users and carers (I) Be motivated and enthusiastic in approach to learning new things (F) (I) Full driving licence and access to own transport (F) (I) COVID19 Pass evidencing full vaccination or medical exemption (F) (I) At Band 8 Evidence of the ability to use supervision appropriately in respect of seeking advice and support (F) (I) At Band 9 Evidence of the ability to work under pressure and where appropriate to use own initiative to make decisions, or to escalate to managers if required (F) (I) Ability to act autonomously and use evidence based practice to assist in multi-agency, organisational and individual decision making (F) (I)	
ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)		

On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
Internal updates and briefing sessions. All DWP and legislative releases.	As and when held / relevant.

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.

Date February 2026