

# Job Description



<b>Job Title:</b> Client Affairs Officer	<b>Service Area:</b> Client Financial Affairs	
<b>Directorate:</b> Adult Services & Health	<b>Post Number:</b> 20375	<b>Evaluation Number:</b> 5351
<b>Grade: P02</b>	<b>Date last updated: 27/01/2020</b>	

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **Overall Purpose of Job**

1. To provide an efficient, effective, comprehensive and expert Client Affairs function for Adults Social Care. To include all aspects of Court of Protection Deputyship, DWP appointeeship and property protection – in accordance with the London Borough of Newham's policies and procedures and in accordance with all statutory requirements.
2. Coordinate, project manage, budget, plan and case manage for all allocated cases to include, Deputyship, Appointeeship, Property Protection and Sec46 Funerals.
3. To provide expert guidance, consultancy and support to council staff and external colleagues on DWP appointeeship, Court of Protection (property and affairs) and Mental Capacity Act 2005 legislation and practice.

## **Job Context**

The post holder reports to Senior Client Affairs Officer

1. The post holder has no line management responsibility
2. The post holder will be responsible for the caseload management of finances for vulnerable adults that lack the capacity to manage their own finances
3. The post holder will be required to work some evenings, as and when required to meet the demands of the service

## **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To actively engage in the development, maintenance and review of effective systems for performance monitoring and reporting on all aspects of the client financial affairs function. To include deputyship, appointeeship and property protection. In conjunction with operational managers and Finance to continuously improve departmental systems in line with financial best practice.
2. To support the function of selling and renting property. Where necessary, retaining and instructing estate agents, solicitors and other professionals in connection with the valuation, marketing and sale of properties. Liaising with professionals so as to invest clients' funds appropriately & in their best interests. Commissioning services from, negotiating contracts with and building links with tradesman in connection with the clearing, renovation, upkeep and improvement of clients' properties. Ensuring that these works are carried out within budget, to a satisfactory standard and in a timely fashion.
3. Responsible for the expert and effective discharge of the Appointeeship function. To include acting on behalf of, protecting and promoting the financial interests of clients, ensuring that all statutory obligations are fulfilled - including preparation/ submission of applications, maximising benefits, and accurately maintaining/ reconciling payments and accounts.
4. To be responsible for the expert, effective and timely management of the property protection function. Including the organisation of funerals under the provisions of section 46 of the Public Health Control of Diseases Act 1984 and when necessary protecting clients' movable property under Section 48. National Assistance Act 1948. To include the maintenance/ reconciliation of payments and accounts and initiating/ maintaining contact with relatives so as to be able to implement known funeral wishes.

5. To be responsible for the preparation, analysis and provision of accurate financial management information to be included in monthly performance reports.
6. To provide information and analysis in connection with the wide range of Adults' service plans and reviews. Where necessary initiating/ organising/ attending safeguarding, financial and service plan reviews at venues such as supported housing schemes, residential accommodation, sheltered accommodation and clients' own homes.
7. In relation to complex matters such as statutory returns - and in order to ensure the maximisation of income due to the council and clients - to engage in effective liaison with government departments and statutory agencies such as the Office of the Public Guardian and Treasury Department.
8. Manage, review and plan clients' budgets – including the reconciliation of client accounts, resolving financial issues, revising and resetting payment schedules and liaising with financial institutions.
9. Engage in and be responsible for effective liaison with internal and external audit. To include the accurate and efficient recording, filing and retention of information and maintenance of appropriate audit trails for subsequent retrieval.
10. To be responsible for the efficient, expert and timely production of accurate routine and ad-hoc management required information as and when required.
11. Efficiently and effectively utilise information technology systems and to assist others in their use when necessary.
12. To achieve service outcomes and appraisal targets as agreed with the Senior Client Affairs Officer.
13. To increase community resilience by providing expert initial advice and signposting for clients, their relatives, advocates and advisers regarding DWP Appointeeship, the Court of Protection, property protection and the provisions of the Mental Capacity Act 2005
14. To ensure that all the services within the area of responsibility are provided in accordance with the London Borough of Newham's commitment to high quality service provision for our service users.
15. To ensure that duties are undertaken in compliance with the data protection and other relevant legislation.



## Personal Specification

<b>Job Title:</b> Client Affairs Officer	<b>Service Area:</b> Client Financial Affairs	
<b>Directorate:</b> Resources	<b>Post Number:</b> 53962	<b>Evaluation Number:</b> 2356
<b>Grade: P01</b>	<b>Date last updated: 21/09/ 2009</b>	

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<b>EQUALITY AND DIVERSITY</b> We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
<b>PROTECTING OUR STAFF AND SERVICES</b> Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
<b>KNOWLEDGE:</b>  A clear understanding of appointeeship and deputyship legislative framework	Application Form/Interview

Knowledge of accountancy practices in relation to managing the financial affairs of vulnerable adults and related functions	Application Form/Interview
Knowledge of the function of the work undertaken by Property Protection	Application Form/Interview
<b>EXPERIENCE:</b>  Qualification in Business and Finance or equivalent administration and finance qualification  Experience of working in a local government financial environment  Experience of dealing with service user finances, receipting and making payments  Experience of using financial software packages and other related software  Experience of providing technical advice to non-Senior Finance Officers and service users	Application Form  Application Form  Application Form/Interview  Application Form/Interview/Test  Application Form/Interview
<b>SKILLS AND ABILITIES:</b>  Ability to communicate complex, diverse information effectively with all levels of staff, external agencies and service users in a clear and concise manner.  Ability to deal effectively with queries and to provide appropriate advice as required  Ability to prioritise conflicting demands and to work effectively under pressure to meet deadlines  Ability to use modern office technology (MS Word, Excel and Outlook)  Ability to reconcile accounts and investigate queries  Ability to ensure that records are kept up to date and are accurate and accessible to all	Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview/Test  Application Form/Interview  Application Form/Interview

staff	
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Ability to use judgement and sensitivity</p> <p>Ability to work independently and as part of a team</p> <p>Must have customer centred approach when dealing with service users</p> <p>Ability to identify areas for development, and show commitment to self and staff career development</p>	<p>Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Willingness and ability to work occasional evenings to maintain service delivery.</p> <p>Some of the duties undertaken by this post may require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to an enhanced CRB check.</p>	<p>Application Form</p> <p>Application Form</p> <p>Satisfactory clearance at conditional offer stage</p>