

Job Description



Job Title: Client Affairs Manager and Court Appointed Deputy Decision Maker for Property & Affairs	Service Area: Client Affairs	
Directorate: Resources	Post Number: 54806	Evaluation Number: 723
Grade: P07	Date last updated:	

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

To be responsible for the efficient and effective provision of a comprehensive client financial affairs function for Adult's Services, including all aspects of Court of Protection Deputyship, DWP benefits appointeeship and property protection duties, in accordance with statutory requirements and the Council's policies and procedures

To hold the office of the Court appointed Deputy Decision maker for Property and Affairs under the Mental Capacity Act 2005, on behalf of the London Borough of Newham

To be responsible for all aspects of the deputyship function, including selling of property, liaising with financial advisors and attending court hearing on behalf of the service user, acting on behalf of and protecting and promoting the financial interests of clients, ensuring all statutory obligations of the role are fulfilled on issues relating to clients' financial affairs, including preparation and submission of applications and annual returns to the Court of Protection, maximising receipt of benefits, and preparing reports.

Job Context

The post holder reports to

The post holder has direct line management responsibility for the Senior Client Affairs Officer, Client Affairs Asst and indirect line management for the Client Affairs Officers

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.

To undertake all responsibilities listed below:

1. To be responsible for all aspects of the deputyship function, acting on behalf of and protecting and promoting the financial interests of clients, ensuring all statutory obligations of the role are fulfilled on issues relating to clients' financial affairs, including preparation and submission of applications and annual returns to the Court of Protection, maximising receipt of benefits, liaising with legal services and external solicitors, preparing reports and attendance at court.
2. To lead on the development, maintenance and review of effective systems for performance monitoring and reporting on all aspects of the client financial affairs function, including for Deputyship, appointeeship and property protection, in conjunction with operational managers and finance, to continuously improve departmental systems in line with financial best practice.
3. To be responsible for all aspects of the appointeeship function, acting on behalf and protecting and promoting the financial interests of clients, ensuring all statutory obligations are fulfilled, including preparation and submission of applications, maximising receipt of benefits, and maintaining and reconciling payments and accounts.
4. To ensure that the council adheres to its statutory obligation for the protection of property and organisation of funerals, under section 46 of the Public Health Control of Diseases Act 1984,
5. To be responsible for the efficient and timely completion of specific tasks within the annual closing of accounts process, including the preparation and submission of applications to the Court of Protection
6. To be responsible for the recruitment, induction, training, supervision, appraisal, motivation and discipline of the Client Financial Affairs Team staff,

who have responsibility for covering the financial support functions for a diverse range of services and client groups, including deputyship, appointeeship and property protection, in accordance with the Council's policies and procedures.

7. To be responsible for the preparation, analysis and provision of accurate financial and management information to be included in statutory returns and reports, in line with statutory requirements and the Council's policies and procedures.
8. To be responsible for ensuring the review and update of all documentation, policies and procedures and compliance with statutory requirements, as directed by the Director of Service and in line with professional standards and the Council's policies and procedures.
9. To be responsible for ensuring effective liaison with Government departments and statutory agencies such as the Public Guardianship Office, particularly in relation to complex matters including statutory returns, to maximise income due to the Council and clients.
10. To be responsible for acting on behalf of the Council on high level complex matters, ensuring the provision of expert advice and guidance to all levels of staff, which is appropriate, accurate and timely, verbal and written, in relation to all aspects of the Client Financial Affairs function, in accordance with the Council's policies and procedures and to promote awareness of good financial practice and control.
11. To be responsible for supporting the effective liaison with external and internal audit, including providing support to the operational audit arrangements of the Client Financial Affairs Team procedures and systems. This will include ensuring filing is efficient, meets retention requirements and documents can be retrieved as and when required.
12. To lead on the efficient preparation and production of timely and accurate routine and ad-hoc management information, in relation to all aspects of the Client Financial Affairs function to support the planning and monitoring of service delivery, maximise income to the Council and to meet internal and external reporting requirements, as required by the Strategic Financial Advisor.
13. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
14. To attend safeguarding reviews and other strategy meetings on behalf of the client or in your capacity as advisor.
15. To contribute to and as appropriate, lead on the ongoing review of corporate and departmental systems and procedures and implement decisions, as required by the Head of Service.

16. To be responsible for keeping up to date with accounting and other relevant legislation, regulations, standards, service developments and initiatives and the Council's policies and procedures.
17. To ensure that duties are undertaken with due regard to and compliance with the Data Protection Act and other legislation.
18. To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
19. To carry out at all times responsibilities/duties within the framework of the Council's Equal Opportunities Policy

Personal Specification



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Directorate: Resources	Post Number:	Evaluation Number: 723
Grade: PO7	Date last updated:	

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
<p>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.</p> <p>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.</p>	
KNOWLEDGE: A clear understanding of appointeeship and deputyship legislative framework	Application Form

<p>Knowledge of accountancy practices in relation to managing the financial affairs of vulnerable adults and related functions</p> <p>Knowledge of the function of the work undertaken by Property Protection</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>EXPERIENCE:</p> <p>Formal qualification in either Social Care, Finance or Management</p> <p>3 year's experience in financial management of clients own money</p> <p>Experience of dealing with service user finances, receipting and making payments</p> <p>Experience of using financial software packages and other related software</p> <p>Experience of providing technical advice to non-finance managers and service users</p> <p>Experience in staff supervision and career progression</p> <p>Experience of completing complex reports and annual returns</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to communicate complex, diverse information effectively with all levels of staff, external agencies and service users in a clear and concise manner.</p> <p>Ability to deal effectively with queries and to provide appropriate advice as required</p> <p>Ability to prioritise conflicting demands and to work effectively under pressure to meet deadlines</p> <p>Ability to use modern office technology (MS Word, Excel and Outlook)</p> <p>Ability to monitor and evaluate performance of staff</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>

<p>Ability to ensure that records are kept up to date and are accurate and accessible to all staff</p> <p>Ability to plan, supervise and monitor the work of staff</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to use judgement and sensitivity</p> <p>Ability to lead and motivate 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>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings to maintain service delivery.</p> <p>Some of the duties undertaken by this post requires 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 a enhanced CRB check.</p>	<p>Application Form</p> <p>Application Form</p> <p>Satisfactory clearance at conditional offer stage</p>