

Job Description			
Title Deputyship Officer	Department: Adult Social Care and Health	Post Ref	
Job Purpose The post-holder is responsible for a range of duties in connection with the provision of financial services to service users who either lack the mental capacity to do so themselves or are vulnerable to financial abuse.			
Key Responsibilities <ol style="list-style-type: none"> 1. To undertake the Corporate Director's delegated role as Deputy or Appointee as required and directed in connection with management of service user finances. 2. To apply for the granting of Deputyship Orders or Direction of the Court of Protection as appropriate and to ensure compliance with formal Directions and Instructions. 3. To collect service user income, pay accommodation fees, maintenance costs and outstanding bills, and to operate and reconcile the bank accounts relating to financial transactions made on behalf of service users and account for all transactions. 4. To negotiate on behalf of service users in connection with asset disposal and ensure that the best possible prices are obtained. 5. To be aware of individual service user needs and wishes, apply for funds to their benefit, and ensure that all monies are accounted for and receipted where appropriate. 6. To visit service users, their property and other parties as necessary, required and appropriate. 7. To complete and submit service user annual accounts and reviews to the Office of the Public Guardian. 8. To resolve queries and difficulties arising in connection with the work of the team. 		Key Accountabilities <ol style="list-style-type: none"> 1. For the accuracy of the work produced 2. To ensure Court of Protection and Office of the Public Guardian rules, procedures and practices are being adhered to and to inform the Team Leader when non-compliances occur. 3. To ensure that all internal processes and procedures in the post holders area of work are adhered to and to inform the Team Leader when non-compliances occur. 4. Work efficiently and effectively within the agreed timescales to support the business. 	

<p>9. To maintain a current knowledge and awareness of legislation, policy, procedure and practice in the post-holder's field of work and to keep others informed.</p> <p>10. To liaise, communicate and work in collaboration with colleagues, other agencies, organisations and individuals as appropriate.</p> <p>11. To ensure the effective maintenance of manual and computerised information recording systems and procedures and provision of statistics, returns and other information.</p> <p>12. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

<p><i>Person Specification</i></p>	
<p><i>Education and Knowledge</i></p> <p>1. Educated to degree level or equivalent.</p> <p>2. Knowledge relating to the Data Protection Act.</p> <p>3. Knowledge, understanding and commitment to the principles of equality and diversity.</p> <p>4. Knowledge of general health and safety issues in the workplace.</p>	<p><i>Personal skills and general competencies</i></p> <p>1. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</p> <p>2. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</p> <p>3. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and</p>
<p><i>Experience</i></p>	

<ol style="list-style-type: none"> 1. Experience of working for a minimum of two years in a financial setting. 2. Experience of providing information and advice to the public 3. Experience of using Excel, Access and Word 4. Experience of listening, consulting and communicating effectively at all levels, both verbally and in writing 5. Experience of providing excellent customer care 6. Experience of interpreting complex information and communicating this to staff and customers 	<p>prioritising the resources available</p> <ol style="list-style-type: none"> 4. Ability to meet agreed objectives and delivery of targets by the effective use of resources. 5. Ability to make sound decisions, in the interests of clients, having taken into account all information available 6. Ability to organise, prioritise and monitor your own work to meet tight deadlines 7. The flexibility and commitment required to work in a team 8. The initiative to work alone when required
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Role Dimensions

1. To be responsible to the Team Leader within the Client Finance Team.
2. To administer service user finances in line with internal and external procedures and relevant regulations.

Date