# Job specification

**Job title:** Adult Services Appointee
**Service:** Appointeeship and Support Service
**Grade:** G6
**Reporting to:** Team Manager – Appointeeship

## Your job

This role is part of the Appointeeship and Support Services team which is specifically responsible for providing financial support to individuals who have an identified need. Ensuring personalisation underpins the approach of the team.

You will act as the Corporate Department of Work and Pensions Appointee to maximise, manage and maintain all benefits for your allocated caseload of clients. You will also maintain a corporate bank account for personal and household finances for clients in the community, residential and nursing homes, supported accommodation multiple occupancy properties. You will ensure sufficient monies are available to your clients on an ongoing basis.

In line with Department Work and Pensions (DWP) regulations you must report any change in circumstance as outlined in their documentation, adhering to savings thresholds, age related benefits etc. You will also appeal any unfavourable decisions as and when necessary with the DWP.

You will complete a 'My Money, My Life' document for each client you are appointee for. You will ensure client's voices are heard regarding all expenditure made on their behalf. It is essential that a client's aspirations are explored for the future. Establishing a client's wishes in relation to their long term plans which may include a funeral plan. Carers and family should also be consulted where appropriate, ensuring a person-centred approach.

You will be responsible for developing an action plan based on the My Life My Money document to monitor progress against the planned timeframe which will be in line with the client's needs and Appointeeship Procedures.

You will liaise with the Financial Assessment Team to provide financial information in relation to the client's Financial Assessment. You must report any change in circumstances, including changes to savings thresholds and changes to benefits to ensure accurate charge calculation.

You will liaise with any companies, in relation to debt that a client has accrued to set up payment plans. This will include any Wigan Council debt; you will liaise with the Income and Payments Team on an ongoing basis until all debts are paid.

You will complete annual reviews of Utility charges on behalf of your clients to gain the best available tariff. You will also ensure best value for a client when making any purchases on their behalf, gathering quotes where applicable. All supporting documentation relating to expenditure must be retained for audit purposes in line with the Councils retention policy.

You will report any concerns in relation to a client's support needs or any safeguarding concerns as and when they arise with the relevant teams.

You will attend any relevant meetings with Care Providers, Social Care etc to support in relation to finance.

You will complete audits relating to any expenditure by 3rd party organisations including Supported Accommodation and Home Care Providers, Day Centres and Direct Payment recipients in relation to personal expenditure etc. This will ensure clients' interests are protected and Appointeeship procedures are adhered to.

This is a demanding operational service where smart and agile working is encouraged.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

In the next 12 months, you will:

- Develop trusting relationships with clients to enable you to support them as effectively as possible.
- Complete My Life My Money for all the clients, 3rd party organisation and families to ensure the client's aspirations and financial needs are understood and worked to.
- Set up effective payment processes for clients whether that be via a Prepayment Card or via cash.
- Set up payment plans to any debt agencies including Wigan Council.
- Update all IT records to produce accurate financial information, relating to a client's financial needs
- Review the Prepayment Card Process following its implementation.

On an on-going basis you will:

- Ensure clients benefits are maximised and full entitlement is received.
- Arrange for client's Personal Allowance to be available on a Prepayment Card or via cash, dependant on their Social Care Assessment.
- Support clients in relation to financial matter including use Prepayment Cards and where applicable support a client to promote the necessary skills to enable them to regain control of their Financial Affairs.
- Where necessary request one off court orders via the OPG to gain access to a client's personal bank account, to enable the best outcome for the client.
- Complete 'My Life, My Money' documentation in line with financial procedures to ensure a client's aspirations are met in relation to their disposable income.
- Liaise with wider teams and partners to establish robust money management systems that protect the financial interest of the individual whilst reducing debt

- Liaise with other teams within the council and external partners to ensure a holistic approach to care and support
- Ensure that the role of an appointee supports annual social care reviews to ensure all needs of an individual are addressed.
- Liaise with the Financial Assessment Team in relation to a clients Adult Services Charges in line with Adult Services Charging Policy.
- To complete audits of client's expenditure by 3rd parties to ensure the financial interests of the client and the council are protected.
- Liaise with Utility, insurance companies in relation to best value tariffs.
- Arrange purchases for clients via the company credit card, ensuring all documentation is added to Agresso in a timely manner and recharged to the client.
- Report any safeguarding matter to protect vulnerable people
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need

You must be able to demonstrate the following essential requirements.

- Qualified to GCSE level with significant experience of working in an administrative role
- Significant knowledge of the DWP benefits system and associated thresholds.
- Good knowledge of the Adults Services Financial Assessment Process.
- Relevant experience of working with vulnerable groups.
- Excellent skills in using multiple IT systems. To be an organised, logical and solution focussed person.
- Experience of working with clients in finance.
- To demonstrate knowledge of working within financial procedures.
- An ability to determine priorities and meet deadlines.
- Excellent interpersonal skills and demonstrate ability to engage, establish and maintain effective working relationships with stakeholders.
- Good customer service
- Have detailed understanding of relevant legislation, best practice guidance and key national policy.
- Understanding the statutory, regulatory, and key operational issues that are relevant to the service.

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

**Be Positive… take pride in all that you do**

**Be Accountable… be responsible for making things better**

**Be Courageous… be open to doing things differently**

**Be Kind… be helpful, generous and thoughtful towards yourself and others**

#TeamWiganDeal

## Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

| We will | I will |
| --- | --- |
| Genuinely care for you and your wellbeing. | Look after my wellbeing and be kind to myself and others. |
| Champion a culture that inspires you to thrive. | Work with others across #TeamWigan to be courageous, innovative and embrace technology. |
| Listen and engage with you to bring your ideas to life. | Share my ideas and be accountable for making things happen. |
| Celebrate your contribution and support you to reach your goals and aspirations. | Own my development and let my passion and positivity shine through. |