JOB DESCRIPTION	
Job Title	Deputyship Officer
Portfolio	Social Services
Reports to	Team Leader – Financial Assessment and Deputyship Team
Location	Ty Dewi Sant, Ewloe

Job Purpose

Provide a confidential, specialist service on behalf of the Chief Officer for Social Services for vulnerable adults who, by reason of mental or physical incapacity are unable to manage their own property and financial affairs in line with the requirements of the Office of the Public Guardian and the Department for Work and Pensions.

Principal Accountabilities

1. To manage/claim/run all financial aspects/assets/income of service users who lack capacity to do so themselves and also make day to day and one off decisions and take responsibility for the same up to and after death. This is done either through the authority of a Court of Protection Order or Department of Work and Pensions Appointeeship.
2. Establish, manage and maintain bank accounts for service users via the Bankline system. To be responsible to act in the service users best interests within the confines of the Mental Capacity Act 2005.
3. Identify and claim all relevant Welfare Benefits and income streams to include Supported Housing Management Charges. To deal with complex Department of Work and Pension forms and claims under constantly changing legislation. Accompanying and supporting service users to Department of Work and Pensions appeals procedures to ensure their benefit entitlement is maintained.
4. Apply to the Office of Public Guardian for Court of Protection Orders where applicable, ensuring the Portfolio has the legal authority to act on behalf of the service user in all of their business affairs. Submit detailed annual accounts via the Office of Public Guardian Digital Deputyship database.
5. Manage and monitor unoccupied properties ensuring compliance with insurance, the disposal of personal effect belonging to any service users who are unable to return to their homes. Prepare/manage properties for sale in order to maximise income for the service user.
6. Ensure that vulnerable adults are protected from financial abuse or neglect by ensuring appropriate action is taken which involves dealing with complex and contentious issues.
7. Establish and maintain links with motability vehicle providers following appropriate assessments to negotiate a financial package, vehicle suitability and requirement options on behalf of service users. Apply and progress grant applications on behalf of the service user if vehicles require adaptation. Ensure that comprehensive insurance is obtained and to liaise and inform the insurance provider in regard to any change in circumstances or relevant claim.

Supervision/Management of People
N/A
Employment Checks/Specific Requirement i.e. DBS
Yes

Person Specification		
The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.		
Academic/ Professional Qualification	**Essential / Desirable**	**How this will be assessed?**
Minimum of 3 to 5 GCSEs or equivalent (including Maths and English)	Essential	Application
NVQ Level 3 in Business and or Administration	Essential	Application
Knowledge and Experience		
Comprehensive knowledge of Welfare and Benefits	Essential	Application/Interview
Maintain confidentiality and be professional when representing the Authority	Essential	Application/Interview
Knowledge of the role and responsibilities of a Deputy or Appointee as set out in the Mental Capacity Act 2005	Desirable	Application/Interview
An advanced understanding of the need for Data Protection	Essential	Application/Interview
Skills		
Welsh Language	Desirable	Application
Excellent interpersonal and communication skills – oral and written	Essential	Application/Interview
Ability to produce detailed and accurate work within set deadlines	Essential	Application/Interview
Ability to interpret and implement complex legislation and policies	Essential	Application/Interview
Ability to work effectively as part of a team	Essential	Application/Interview
Ability to work effectively on own initiative	Essential	Application/Interview
Ability to work with vulnerable adults and be able to communicate at all levels	Essential	Application/Interview
Ability to use a variety of computer software packages and have excellent IT skills	Essential	Application/Interview
Flintshire County Council Core Behavioral Competencies	**Essential**	**How this will be assessed?**
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.	Essential	Application/Interview
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.	Essential	Application/Interview
Working Together/Partnership:	Essential	Application/Interview

Building and maintaining positive relationships in order to deliver better services for our customers and employees.		
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly.	Essential	Application/Interview
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance.	Essential	Application/Interview