

**Job Description**

**Job Title: Caseworker (Benefits Support) – Financial Safeguarding Team**

**Salary Grade: Grade 4**

**SCP: 12-17**

**Job Family: Regulation and Technical**

**Job Profile: RT3**

**Directorate: Neighbourhoods Directorate**

**Job Ref No:**

**Work Environment: Agile**

**Reports to: Senior Case Worker/Team Manager**

**Number of Reports: N/A**

**Purpose:**

* To provide relevant specialist benefits support to the Financial Safeguarding Team and the Social Care Financial Assessment Team in relation to COP/Appointee customers, to maximise customer income
* To submit welfare benefit claims on behalf of customers and escalate any complex benefits issues appropriately.

**Key Responsibilities:**

* To maintain knowledge and experience of Welfare Benefits, also including the rules and regulations of all means tested social security benefits and keep up to date with Welfare Reform
* Ability to develop knowledge and awareness of Court of Protection, Appointeeship and Safeguarding
* Ensure compliance with statutory, regulatory and legislative requirement in relation to customers benefit claims and claimant responsibilities including relevant claims, change in circumstances and benefit reviews forms issued by DWP etc
* Effective prioritisation, planning and organisation of own workload in line with established priorities in order to meet targets, deadlines and customer requirements
* Responsibility for monitoring customer applications for Universal Credit and managing customer accounts
* Liaison with Department of Work and Pensions as necessary
* Identification of benefits under and overpayments
* Provide relevant and accurate information, advice and guidance to customers, colleagues and partner organisations in a timely manner and in accordance with legislation, regulations, policies and procedures relating to social care financial assessments and benefits. Also provide advice, guidance and support to other team members, sharing knowledge and best practice.
* Respond to customer requests, queries and complaints, collating information and ensuring any problems or issues are resolved promptly. Ability to demonstrate an effective response to customer needs, keeping customers informed, managing customer expectation and ensuring positive feedback.
* Analyse and review information by accurately maintaining records and producing reports when requested for various data sets.
* Using bespoke CASPAR database, LAS and other monitoring records in accordance with Information Governance and Data Protection policies.
* This will also include providing detailed and accurate management information for the Financial Safeguarding Team Manager to use in order to make informed decisions.
* Liaise with colleagues and partners to share information and ideas to resolve issues
* Work under general supervision, guidelines, procedures and instructions, receive and undertake work instructions from Senior Case Worker and Team Manager.
* Application of Information Governance policies, in particular Data Protection and client confidentiality, in addition to Adult Safeguarding.

**Other Duties :**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council