

Five JOB FAMILIES ~ Personal Support

JOB TITLE: COURT OF PROTECTION TEAM SUPPORT OFFICER

Level descriptor – Level 5 (JG5)

<p>Role purpose: Required to give a practical support or advisory service to service users within frameworks or assessments from other professionals using specialist knowledge that will be acquired through practical experience or vocational qualifications. Roles at this level may work unsupervised much of the time within defined procedures but with readily available advice from managers.</p>	
<p>Typical activities</p> <p>Make applications for various benefits from the Department for Work and Pensions. Contact the various departments within the DWP to discuss vulnerable Clients' eligibility for a wide range of benefits. Complete DWP forms timely and accurately in accordance with DWP standards. Ensure client benefits are recorded correctly to ensure correct income/capital for annual assessment.</p> <p>To develop and maintain records and filing systems and follow processes to ensure information is accessible and retrievable in compliance with legislation around data protection.</p> <p>Co-ordinate and schedule meetings for the Court of Protection Team officers, including contacting clients/their families/Care Homes/other agencies for annual reviews, property protection</p> <p>Communicate with multi agency partners, colleagues and service users, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p> <p>Complete the bank reconciliation for all Court of Protection/Appointee clients on a weekly basis when the CASPAR software system is introduced, reporting any errors to the COP team manager and COP team officers.</p> <p>Contribute to developments in services and implement changes to improve service delivery.</p>	<p>Knowledge, skills & experience</p> <p>NVQ level 2 literacy & numeracy or equivalent.</p> <p>NVQ level 2 or 3 qualifications or equivalent to demonstrate technically specific skills relating to the appropriate area of work. Knowledge of the benefits system.</p> <p>Additional modular vocational units specific to particular areas of the service.</p> <p>Practical work experience to give thorough understanding of the processes and practices required to deliver the service.</p> <p>Knowledge and understanding of safeguarding protocols and the threshold levels for service users. An understanding of the Mental Capacity Act 2005 and the Care Act 2014.</p> <p>Ability to communicate with service users, partner agencies, clients and colleagues, demonstrating the values of the relevant professional codes of practice.</p> <p>Ability to work without close supervision and recognise personal and professional boundaries to seek advice when appropriate.</p> <p>This post is exempt under the provisions of the Rehabilitations of Offenders Act (Exceptions) Order 1975 and is subject to an enhanced Disclosure and Barring Service check.</p>

Ensure compliance and understanding of Mental Capacity Act, Court of Protection and Deputy Standards.	
Performance measures	Competencies
Quantifiable objectives ~ e.g. <ul style="list-style-type: none"> • number of cases/projects worked on at any one time, • impact evaluation of intervention/ activity • quality of records, lesson observations etc Feedback from service users, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment	<u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice <u>Service user/ outcome focused</u> ~ achievement of results/targets through appropriate evidenced based interventions/activities, personalised care plans etc <u>Problem solving & judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others <u>Planning & Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines <u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the area of work

Specific tasks for the post holder include the following examples; please note this is not an exhaustive list.

- Make applications to the Department for Work and Pensions for benefits for all clients referred to the Court of Protection Team
- Review benefits as and when necessary and advise manager/relevant Court of Protection Officer of any errors/irregularities
- Carry out weekly bank reconciliation using the CASPAR system, and advise manager/relevant Court of Protection Officer of any errors/irregularities
- To travel throughout North Somerset with COP officer to carry out protection of property when required
- To carry out any other duty commensurate with the grade of the post
- To manage work time, to be able to prioritise workload

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.