

## Job Description

<b>Job Title:</b>	Liaison Officer – Money Management Service
<b>Job Scale:</b>	Pt. 17
<b>Location:</b>	Coventry (but covers the Coventry & Warwickshire areas)
<b>Job Purpose:</b>	To visit the services vulnerable clients aged 18 years and over in their own home and provide updated information back to the casework team.
<b>Reporting Line:</b>	Team Leader

### Key Activities and Main Responsibilities:

The key principle behind this role is for the liaison officers to visit clients in their own home or residence and to ensure that the Key Activities and Main Responsibilities are adhered to.

1. To visit clients in their home to check on their welfare, record and feedback to caseworkers any updates and/or concerns.
2. Check receipts of client's expenditure where appropriate, whilst on visits.
3. To identify and report back any changes to the clients care or support needs. Including identifying if further funds may be needed by the client to purchase items for themselves.
4. To consider the clients best interests at all times as outline in the Mental Capacity Act 2005
5. To complete detailed notes of each visit and input onto the client database.
6. Observing and adhering to safeguarding procedures, reporting any concerns in a timely manner (training will be provided)
7. Attend team and supervision meetings
8. To adhere to all relevant organisation policy with particular reference to health and safety, GDPR and confidentiality
9. To comply with all relevant legislation
10. To undertake appropriate training and personal development as required for the role

11. Facilitate the delivery of the Financial Literacy programme, ensuring that the required stages are completed in line with the programme structure.
12. Escalate non-compliance of Financial Literacy programme to the Team Leader.
13. To portray a positive image of the organisation both internally and externally
14. Ability to travel independently (driving license and car for work purposes)
15. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

Employee Signature: ..... Date: .....

Please print name .....



## Person Specification – Liaison Officer, Money Management Service

You must be able to demonstrate in your application that you have:	Essential	Desirable
<b>Qualifications &amp; Training</b>		
Demonstrable commitment to professional and personal development	✓	
<b>Knowledge &amp; Experience</b>		
Experience of working with a range of diverse people and communities	✓	
Knowledge of The Mental Capacity Act 2015 & The Care Act 2014	✓	
Understanding of Safeguarding	✓	
<b>Skills &amp; Abilities</b>		
Good computer literacy - ability to use basic packages.	✓	
Ability to input and maintain accurate data records	✓	
Effective organisational skills with good time management.	✓	
Ability to communicate clearly both verbally and in writing	✓	
Ability to actively listen and empathise with people, to provide person-centered support in a non-judgmental way	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	
<b>Personal Qualities</b>		
Approachable and trustworthy	✓	
Self-motivated	✓	
Customer focused	✓	
Flexible and adaptable	✓	
Driving License and access to own vehicle for work purposes	✓	

## **Key Skills and Abilities**

1. Must have good I.T skills, in particular the ability and willingness to learn new IT systems.
2. Good verbal and listening skills coupled with an ability to communicate confidently, sensitively and effectively with a wide range of clients and other stakeholders.
3. Highly self-motivated and able to work confidently on own initiative
4. Good organisational skills.
5. Excellent interpersonal skills.
6. Ability to work well as part of a team, with a flexible approach and ability to respond quickly to changing priorities

## **Experience, Knowledge and Qualifications**

1. Full driving licence holder with use of a car for work purposes.
2. Experience and use of Microsoft Office applications
3. Previous experience of working with a range of diverse people and communities.

**This post is exempt under Schedule 9, part 1 of the Equality Act 2010.**

**This post is exempt under Section 4 (2) of the Rehabilitation of Offenders Act, and subject to a Disclosure and Barring Service check at Enhanced Level.**