

**Person Specification: Caseworker - MMS**



**Job Description**

**Job Title:** Caseworker - Money Management Service

**Job Scale:** Pt. 20

**Hours:** 37 hours per week (core hours 8.30am – 4.30pm)

**Base:** Coventry (but covers the Coventry & Warwickshire areas)

**Job Purpose:** To work within the Money Management team to provide a high quality service for a caseload of vulnerable clients aged 18 years and over. Using a person centred approach to support individuals to manage their finances.

**Reporting Line:** Money Management Senior Practitioner

**Key Activities and Main Responsibilities:**

The key principle behind this role is for the Caseworker to progress all matters in relation to a client's case with direct support and guidance from a Senior Practitioner. The Senior Practitioner will maintain responsibility for all casework delivered by the post holder. The Caseworker will provide support to the team by working with clients and other stakeholders including:

1. Supporting the management of new and existing clients to ensure benefits are maximised, claimed, reviewed and correct
2. Preparing background work to attend appeals where appropriate
3. Meeting with new clients in the community, to work with them and their carers to ensure they are able to continue with their chosen lifestyle but within their individual budget
4. Liaising with Local Authorities, the DWP and other official agencies in all matters relating to Appointeeships in a timely manner to avoid over or underpayments to the client
5. Ensuring all data is recorded in an accurate, appropriate and timely manner adhering to GDPR legislation
6. Capturing data for chargeable services
7. Managing and prioritise own tasks

8. To comply with and keep up to date with changes to legislation relating to Appointeeships and benefits
9. To undertake appropriate training and personal development as required for the role
10. To adhere to all AUKCW policies and procedures
11. To portray a positive image of the organisation both internally and externally
12. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the role

Employee Signature.....

Date.....

Please print name .....

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| <b>You must be able to demonstrate in your application that you have:</b>  | <b>Essential</b> | <b>Desirable</b> |
|--|------------------|------------------|
| <b>QUALIFICATIONS &amp; TRAINING</b>   |                  |                  |
| Demonstrable commitment to professional and personal development   | ✓                |                  |
| <b>Knowledge &amp; Experience</b>  |                  |                  |
| Experience of working with or supporting vulnerable people   | ✓                |                  |
| Experience of partnership/collaborative working and of building relationships  | ✓                |                  |
| Knowledge of The Mental Capacity Act 2015 & The Care Act 2014  | ✓                |                  |
| Knowledge and practical understanding of Safeguarding  | ✓                |                  |
| <b>Skills and Abilities</b>  |                  |                  |
| Good computer literacy and working knowledge of Microsoft Office packages (including Word, Excel and Outlook)                            | ✓                |                  |
| Good numeracy skills and ability to manage a budget  | ✓                |                  |
| Ability to communicate clearly both verbally and in writing  | ✓                |                  |
| Effective planning skills with good time management, including the ability to work to tight deadlines and re-priorities work as required | ✓                |                  |
| Ability to actively listen and empathise with people, to provide person-centered support in a non-judgmental way                         | ✓                |                  |
| Ability to input and maintain accurate data records  | ✓                |                  |
| 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   | ✓                |                  |
| Access to own vehicle for work purposes  | ✓                |                  |

All applicants with a disability who meet the minimum criteria, will be interviewed

This role will require an enhanced DBS check being carried out