

Addendum – Case Officer, Operational Support Service

Working in the Operational Support Service you will have a varied caseload, your involvement with a person will ordinarily be as an additional worker role, the key worker role will be open to a Practitioner in the Operational Team.

It is important to note that your role will involve you visiting people in their own home and therefore being able to travel across a large geographical area in a timely manner is an essential requirement.

Your caseload will consist of, but not limited to the following areas of specialism:

Protection of Property including care of pets

In accordance with section 26 of the Care Act 2014 undertake an initial search of a person's property when they are temporarily away due to respite or hospital stay

Undertake regular follow-up visits to the property to ensure that essential items are collected, and the property is secure – escalating any concerns to your line manager as required. Liaise with external providers in relation to the person's utility correspondence

Arrange for the care of a pet(s) on behalf of the person when they are unable to make necessary arrangements themselves which includes liaising with animal shelter to ensure the pet(s) are safely transported and looked after, providing regular feedback to the person, their representative or the Practitioner

Arranging, overseeing, and finalising the clearance of a person's property by ensuring that decisions made in respect of the person's belongings are with their consent or within their best interest.

Arranging a Deputyship Order on behalf of a person

In accordance with the Mental Capacity Act 2005 make arrangements to progress referrals on a person's behalf for a Deputyship Order, this could be for a Local Authority Deputy or a Panel Deputy.

Collate information required for the person which includes financial information that allows the Court to make a decision to appoint a Deputy in the person's best interest.

Visit the person in the timeframe set by the Court to discuss and serve court papers and provide feedback to the Court on the outcome of your visit

Liaise with interested parties such as a family member, the practitioner or a solicitor on the progress of the deputyship application

Arrangements of a funeral and finalisation of a person's estate when there is no known next of kin or relative

In circumstances where a person dies and is open to Adult Social Care and there is no known next of kin or relative who would support the funeral arrangements then this responsibility rests with the Local Authority.

In your role as Case Officer you will be responsible for undertaking genealogy searches to try and locate any family connections who could assume the role

If and where appropriate, undertake a search of the person's property to locate a lasting will of testimony or a funeral plan to establish the person's wishes

Liaise as necessary with a wide range of professionals which could include Funeral Directors, Coronary Services, Housing Landlords etc

Co-ordinating funding arrangements for care fees when a person is subject non-discretionary funding from the Council

Liaise with the applicant who is applying to become a Deputy, ensure that evidence is obtained that supports the progress of their application including sending key correspondence to the applicant

Ensure that extension to funding arrangements are made in a timely manner to the Head of Service

Ensure the Adult Social Care system is updated throughout your involvement and the person care home placement is extended on the system

General responsibilities

As directed by the Head of Service or Manager undertake debt recovery activity that would ordinarily require input from the Operational Team, this may involve visiting a person in their own home to discuss matters in relation to outstanding debt or financial disputes of their assessed charge

Respond to enquiries received in the service and ensure that a proactive approach is taken in handling and resolving queries and where necessary escalate promptly any issues to the Head of Service or the Manager

Support the Head of Service and the Manager in the delivery of the Service Key Performance Indicators