



Direct Payments Support Service

Job Description

Job Title: Direct Payments Officer

Salary: £24,000 per annum pro rata

Hours: 35 hours per week

Accountable to: Direct Payments Team Leader

Key Deliverables:

As part of a team, promote and extend the uptake of Direct Payments within the area of Knowsley and neighbouring districts. Provide support, information and assistance to enable people to access Direct Payments as a means to live independently and have control over the way their support services are delivered.

Location: Knowsley Disability Concern, 263a Tarbock Road, Huyton, Merseyside, L36 0SD, with frequent travel throughout Knowsley.

Key Result Areas: To ensure that all clients:

- receive personalised support that is tailored to their needs to enable them to receive and manage Direct Payments
- understand the policies, systems and processes involved in accessing and managing Direct Payments
- have the support they need to find and recruit suitable Personal Assistants
- are enabled to comply with their statutory responsibilities in relation to the employment of Personal Assistants
- have access to the appropriate related support services, including Payroll and Managed Accounts services
- receive a professional standard of customer service where information is accurate, clear and timely and queries are dealt with efficiently

Principal Duties and Responsibilities: To operate as part of the Direct Payments Support Service team to provide:

Information, advice and guidance

- Taking referrals from a range of professionals, including social workers, health professionals. Responding to initial requests for information and guidance from individuals and/or their representatives.
- carrying out visits with prospective clients, their families and carers (usually in their home) to explain the process and provide advice and information on how direct payments can be used to buy the support services needed; support the Direct Payment recipient (and/or representative) to think about their care and support needs; help find the right support; ensure the individual and/or representative is left with relevant information about the service to refer back to.
- delivering proactive and reactive ongoing support for all individuals to ensure continued ability to use Direct Payments to meet their care and support needs successfully
- providing up to date information materials and guidance

Support for people to recruit and employ Personal Assistants

- providing personalised support for people to recruit Personal Assistants, including, helping to write job descriptions, placing adverts, assisting with interviews and issuing contracts of employment
- contributing to the development and promotion of the KDC-Connections PA-finder website and supporting employers and PAs to use it as a resource
- assisting individual employers to organise PA cover, including emergency and holiday replacement
- providing advice, guidance and support for the person to be a good employer, including accessing training for their PAs

Continuous review, development and improvement of the Direct Payments Support Service

- Conducting 12-month reviews with current Direct Payment recipients
- Identifying and working with Direct Payments Team Leader for any process and procedural changes that may be required

- Contributing to arranging training of the local PA workforce

Managed Accounts Service

The provision of an efficient and accurate Managed Accounts Service for individuals who need additional support.

- Processing invoice payments to Agency and Day Service providers
- processing leavers
- maintaining electronic administration and financial records
- liaising with Knowsley MBC adult social care and audit and monitoring teams

Any other duties commensurate with the role of Direct Payments Officer considered necessary to further the aims of the service. This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Direct Payments Officer.

General requirements of the post-holder:

- Full UK driver's license and the ability to travel extensively throughout the Borough of Knowsley to deliver the role
- A commitment to Equal Opportunities and Anti-Discriminatory Practices
- Prepared to become familiar with and adhere to all of the organisations Policies and Procedures and to comply with KDC's Health and Safety requirements.
- A commitment to undertake the necessary training and development activities in order to fulfil the role and potential.
- Willingness to attend staff meetings, external events, conferences and other meetings as required.
- The offer of employment will be subject to an enhanced Disclosure and Barring Service record check (DBS) before the appointment is confirmed. Criminal convictions will only be taken into account when they are relevant to the post.

Key Working Relationships:

Direct Payments Support Service colleagues, direct payments clients, users of health and social care services, families, carers, personal assistants, adult social care teams and the children with disabilities team

Other Information

Direct payments are local Health and Social Care payments for people who have been assessed as needing help from social services and who would like to arrange and pay for their own care and support services instead of receiving them directly from the local authority. The aim of Direct Payments is to give more flexibility in how care and support services are arranged for individuals who are assessed as eligible for social services support from their local authority. They are intended to provide people with greater choice and control over their lives and to promote independence.

The Direct Payments Team provides an essential front line service to promote all aspects of independent living. The post provides a key performance indicator for the department in this regard. As a key member of the team, the post-holder will be conversant with current legislation good practise and service developments relevant to Direct Payments/Individualised Budgets.

May 2024

Direct Payments Officer – Person Specification

Feature Sought	Essential	Desirable	Measure
Skills and Effectiveness	<ul style="list-style-type: none"> • Able to work as part of a team • Good communication skills, including written, oral and listening skills. • Ability to engage and involve individuals and their families. • Well-developed organisational skills and experience of balancing workload priorities • IT competent particularly in the use of Microsoft applications, excel spread sheets, databases and email/internet use • Clear communicator with excellent people skills • Ability to produce relevant reports and presentations 	<ul style="list-style-type: none"> • Ability to communicate and interact effectively, creatively and sensitively with people who have additional communication needs • Ability to present information to a range of audiences, clearly and concisely 	Application Form/ Interview
Knowledge	<ul style="list-style-type: none"> • Knowledge of Social Care in relation to Direct Payments. • An understanding of confidentiality and safeguarding vulnerable people. • An awareness of statutory employment terms and conditions, rights and responsibilities of both employees and employers. 	<ul style="list-style-type: none"> • Knowledge of local services available for customers and carers • An understanding of the Care Act (2014), and the Social Care Needs Assessment. • A good working knowledge of employment legislation 	Application Form/ Interview

Feature Sought	Essential	Desirable	Measure
Experience/ Achievements	<ul style="list-style-type: none"> • Experience in a customer service environment • Experience, either paid or unpaid, of working with groups of, or individual, disabled people who use health or community care services. • Experience of partnership work with service user and carer organisations and other partner agencies, such as health and voluntary sector organisations • Managing a caseload and diary for visits 	<ul style="list-style-type: none"> • Experience in Social Care and/or voluntary setting, involving the delivery of social work service • Experience of direct payments and/or developing direct payments related policy, procedure and system • Experience with the job recruitment process • Experience of working in a supportive /training/advisory role • Experience in using Microsoft Access Databases 	Application Form/ Interview
Qualifications/ Professional Membership	<ul style="list-style-type: none"> • Educated to GCSE Level 	<ul style="list-style-type: none"> • Health & Social Care qualification 	Sight of Qualifications
Other requirements of the job	<ul style="list-style-type: none"> • Willingness and ability to travel efficiently around Knowsley in order to carry out duties. • Commitment to promote choice, independence, rights and inclusion. 	<ul style="list-style-type: none"> • Current driving license 	Application Form/ Interview

May 2024