



**Direct Payments Support Service  
Job Description**

**Job Title:** Direct Payments Officer  
**Salary:** £25,000 per annum  
**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 Knowsley. Provide support, information and assistance to enable people to access Direct Payments as a means to live a good life 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 Direct Payment recipients:

- receive personalised support, tailored to their support needs, enabling 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:** Operate as part of the Direct Payments Support Service team to:

**Information, advice and guidance**

- Take 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.
- Carry out visits with individuals, 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.
- Deliver proactive and reactive ongoing support for all individuals to ensure continued ability to use Direct Payments to meet their care and support needs successfully.
- Provide up to date information materials and guidance.

**Support for people to recruit and employ Personal Assistants**

- Provide personalised support for people to recruit Personal Assistants, including helping to write job descriptions, placing adverts, assisting with interviews and issuing contracts of employment.
- Contribute to the development and promotion of the KDC-Connections PA-finder website and support employers and PAs to use it as a resource.
- Assist individual employers to organise PA cover, including emergency and holiday replacement.
- Provide 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**

- Conduct 12-month reviews with current Direct Payment recipients.
- Identify and work with Direct Payments Team Leader for any process and procedural changes that may be required.
- Contribute 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 by:

- 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 clean UK driver's license and business cover insurance is essential.
- The ability to travel extensively throughout the Borough of Knowsley to deliver the role.
- Commitment to Equality, Diversity and Inclusion Practices.
- Prepared to adhere to all of the organisations Policies and Procedures and comply with KDC's Health and Safety requirements.
- 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.

### **Benefits**

- Up to 33 days annual leave
- Statutory Bank Holidays
- 1 x *Personal Growth Day*
- 1 x *Giving Back Day*
- Medicash cover
- Death in Service of 2 x salary benefit
- Flexible/Hybrid working

**This post will be subject to a satisfactory enhanced Disclosure and Barring Service record check (DBS) and references 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 Payment recipients , 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 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.

For more information visit: [www.kdc.org.uk](http://www.kdc.org.uk)

**September 2024**

## Direct Payments Officer – Person Specification

Feature Sought	Essential	Desirable	Measure
<b>Qualities and values</b>	<ul style="list-style-type: none"> <li>• <b>Empathetic:</b> Demonstrates compassion and understanding when interacting with clients.</li> <li>• <b>Flexible:</b> Adapts to different situations and client needs.</li> <li>• <b>Non-Discriminatory:</b> Promotes equality of opportunity and challenges stereotypes.</li> <li>• <b>Self-Reflective:</b> Willingness to learn, keep up-to-date, and reflect on practice.</li> <li>• <b>Collaborative:</b> Works well with colleagues and external partners</li> </ul>		Application Form Interview Presentation
<b>Skills and Effectiveness</b>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team</li> <li>• Good communication skills (written, oral, listening).</li> <li>• Ability to engage and involve individuals and their families.</li> <li>• Well-developed organisational skills and experience of balancing workload priorities</li> <li>• Good working knowledge of all Microsoft packages</li> <li>• Ability to produce relevant reports and presentations</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate with people have additional communication needs</li> <li>• Advanced Excel skills</li> </ul>	Application Form Interview Presentation
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of GDPR regulations, confidentiality and safeguarding of vulnerable people.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Social Care in relation to Direct Payments.</li> <li>• Awareness of statutory employment terms and conditions, rights and responsibilities of both employees and employers</li> </ul>	Application Form Interview

Feature Sought	Essential	Desirable	Measure
<b>Experience/ Achievements</b>	<ul style="list-style-type: none"> <li>• Experience in a customer service environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with groups of, or individual, disabled people who use health or community care services.</li> <li>• Experience with the job recruitment process</li> </ul>	Application Form Interview
<b>Qualifications/ Professional Membership</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE Level</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Social Care qualification</li> </ul>	Sight of Qualifications
<b>Other requirements of the job</b>	<ul style="list-style-type: none"> <li>• Current clean driving license and business cover insurance and access to own transport</li> <li>• Ability to travel efficiently around Knowsley in order to carry out duties.</li> </ul>		Interview

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