



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Direct Payments Officer
<b>GRADE:</b>	SO1
<b>POST NO:</b>	
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	
<b>GROUP:</b>	Social Care
<b>SERVICE:</b>	Provider & Commissioned Care

### REPORTING STRUCTURE

<b>Reports to:</b>	Brokerage & Direct Payments Team Leader
<b>Direct Reports:</b>	none
<b>Indirect Reports:</b>	none

### ROLE PURPOSE:

To support and advise the service users of social care provision who receive or apply for Direct Payments.

To enable service users to find support which will meet their assessed needs

To advise and guide service users on how to manage their Direct Payment within policy guidelines and framework

To work alongside the Council's Social Work and financial services, procurement services and external independent sector service partners.

To promote the use of direct payments as a solution to having a care package that meets need

## A. Job Description

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### 1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

### 2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### 3. Operational Service Delivery

- To visit service users in their homes and assist when financial difficulties arise from service user management of Direct Payment.
- To support service users in the monitoring and reconciliation of their Direct Payments.
- To provide service users who use Direct Payments with support and advice under the guidelines of the Direct Payments Policy.
- To provide comprehensive, accurate and appropriate information on the advantages and obligations of receiving Direct Payments to enable people to make informed choices.
- To provide eligible service users with support and advice in partnership with the contracted agency to enable service users to set up their own customised care packages
- To signpost service users to other appropriate London Borough of Hillingdon services or statutory or voluntary provision, online information and advice where appropriate

- To be accountable for the day to day operation of Hillingdon Council's Direct Payments.
- To co-ordinate the process for accessing direct payments ensuring timely and appropriate direct payments services are provided.
- To create and monitor Direct Payments using the appropriate systems to record and manage Direct Payments support activity.
- To ensure compliance with all statutory duties and requirements
- To monitor the Direct Payments and take responsibility for delivery of the service's business objectives.
- To take responsibility and ensure the collection of debts, overpayments and excess monies in service users accounts are monitored and actioned.
- To monitor returns, report and take appropriate action if there is suspicion or evidence of mismanagement of funds
- To maintain and develop effective working relationships with stakeholders, service users, carers and interested parties, ensuring that the council's interests are protected.
  
- To liaise and provide a range of support, advice and information to social workers, service providers, service users, carers and interested parties.
  
- To liaise and develop clear work practices with Adult Social Care, Children Services Mental health teams and Finance services.
- To take a lead role with the Voluntary Sector partners to improve and update Direct Payments service provision.
- To attend team meetings and offer induction/ training to all social work and SEND staff
- To provide support to the management team and provide necessary statistical information about the progress of Direct Payment.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

- Support the marketing of Direct Payments as a positive way to have choice and control over how to meet service user needs

## **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

## **6. Continuous Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To understand the current climate and work with providers accordingly
- To network across other Local Authorities Direct Payment teams and share good practice and development

## **7. Contacts**

- Primary contacts will be with service users and their representatives, other officers of the council and private & voluntary sector providers
- Direct Payments Teams in other Local Authorities.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery of agreed PADA objectives

## Direct Payments Officer

This person specification will be used for recruitment to Direct Payments Officer vacancies in LBH. It will form the basis of the application form, and candidates will also be assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Educated to GCSE level or equivalent experience	✓	
Relevant Social Care or Finance qualification		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work flexibly to meet the needs of the service which could include some working outside of usual office hours	✓	
The post holder should have full UK Driving Licence and be able to visit service users living in the community to conduct financial reviews	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Some experience of working in Social Services, voluntary sector or Health.	✓	
Experience of managing accounts and working out care costs		✓
Experience of using service specific ICT systems	✓	
Experience of working in a front line service as part of a team to deliver a high quality service to residents	✓	
Experience of undertaking a range of Direct Payment support functions		✓
Experience of following policies, procedures and monitoring systems.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Knowledge of statutory responsibilities of Local Authorities	✓	
Knowledge of current legislation, regulation, and associated policies affecting Direct Payments.		✓
Sound knowledge and understanding of Transformation and Personalisation Agenda.	✓	

Competent user of ICT systems such as Microsoft Word and Excel and ability to learn and use service specific systems as required	✓	
Ability to manage accounts and calculate care costs	✓	
Demonstrable commitment to high quality, best value services	✓	
Ability to network across organisational boundaries		✓
Commitment to promoting independent living, choice and control for service users	✓	
<b>5. COMPETENCES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	