Direct Payment Officer

Job Description

Position Pay Level: 5

Position Pay SCP: 13

Salary: Level 5 the pay scale is £31,153 - £36,700 including the local weighting allowance
DBS requirement: Enhanced

Reports to: Senior Direct Payment Officer

Responsible for: 0
Number of reports: 0
Financial Responsibilities:
Monitoring and auditing prepayment cards and direct payment accounts; ensuring balances are within expected reserve levels and to recover excess monies as appropriate. Instigating terminations, debt recovery procedures and legal proceedings in cases of non compliance.
Main purpose of Job:
To set up direct payments for individuals to enable them to met their identified outcomes as per their care & support plan within their personal budget allocation.
To work closely with social care teams to ensure that direct payments are actively explored as an option to enable individuals to access flexible support and to encourage appropriate referrals to be made.
To monitor and support individuals to manage and maintain their direct payment and to fulfil administrative requirements associated with receiving direct payments including any applicable employment responsibilities.
Main Accountabilities:

- To provide assistance and advice to social care teams, promoting self directed support and direct payments to enable individuals to access a range of flexible, person-centred care and support options.

- To calculate the direct payment for individuals and liaise with the social care teams to gain authorisation for the funds to be released.

- To support individuals to access and implement care and support within their Personal Budget to maximise their independence, meet their identified outcomes and promote their wellbeing.

- To provide information, advice and support to individuals regarding all aspects of direct payments, including their responsibilities and financial matters.

- To visit individuals in their own homes to facilitate the direct payments process, including setting up a prepayment card and where appropriate providing information & guidance regarding employment of Personal Assistants (PA's). This will include:

- How to advertise for PA's,

- How to write advertisements, job descriptions and employment contracts

- How to interview applicants and appoint suitable PA's and arranging for all pre-employment checks to be carried out e.g. references, DBS checks.

- How to supervise, manage performance and terminate contracts of employment of PA's.

- To liaise with payroll, managed accounts, insurance providers and DBS umbrella organisations to assist individuals to manage their staff and employment obligations, maintaining a good knowledge of current legislation and guidance to underpin this activity.

- To ensure Personal Budget agreements are signed by direct payment recipients and Slough Borough Council.

- To liaise with the finance department and social care teams to ensure direct payments are made on time.

- To provide individuals with effective support to manage and maintain their direct payment.

- To monitor and audit direct payment prepayment cards and nominated accounts and ensure these are being managed appropriately by individuals, taking steps to

recover funds and/or instigate termination and debt recovery procedures where appropriate.

- To ensure that 6 week payment reviews, quarterly reviews and annual reviews are carried out within the appropriate timeframes.
- To record and update changes on care & support plans within LAS, or other such electronic systems as required.
- To record and update changes on Controcc and Agresso systems.
- To communicate individual's change in need to the relevant teams and track progress and outcomes on electronic systems as required.
- To help facilitate forums for direct payment recipients to provide information, support and advice and to share new developments as well as receive feedback from direct payment recipients.
- To attend engagement forums to provide information and promote the direct payment service within the borough.
- To demonstrate a commitment to the safeguarding of vulnerable adults from abuse at all times, reporting any concerns in line with Slough Borough Council's Safeguarding Adults policy and procedures.
- To arrange, where appropriate, interpretation and translation services to ensure that all individuals have the opportunity to be fully engaged in the process.
- To attend identified training in order to maintain personal and professional development, learning about best practice developments and integrating new learning into daily work practice.
- Maintain an awareness of current legislation, employment law and the availability of support services available to individuals.
- To maintain accurate written and electronic records as required by Slough Borough Council's policies.

- To monitor, prioritise and manage own workload under the supervision of the Senior Personal Budget Coordinator.
- To comply with the Council's Health and Safety Policy and to keep vigilant at all times with regard to hazards in your environment, your actions, your own safety and the safety of others.
- To perform any other duties and responsibilities within the Direct Payments Team as requested, commensurate with the salary grade.

Person Specification: Direct Payment Officer

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Experience	Experience acquired through a combination of training and working in a relevant area; demonstrating self development and enthusiasm to learn.	E	A&I
Experience	Experience of working successfully in teams and across teams.	E	A&I
Experience	Proven track record of embracing digital approaches and new ways of working.	E	A&I
Skills and abilities	Able to use office software suites including Microsoft Office and Excel and flexible ways of working (e.g. video conferencing, remote working).	E	A&I
Skills and abilities	Ability to plan and organise own work and that of others to produce a high level of output to quality standards.	E	A&I
Skills and abilities	Develop productive and collaborative working relationships with colleagues and stakeholders.	E	A&I
Skills and abilities	Excellent written and oral communication skills. Good networking, advocacy,	E	A, I & T

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	influencing and presentation skills to relate effectively to employees, managers and stakeholders.		
Skills and abilities	Experience in project management work.	D	A
Knowledge and understanding	Knowledge and understanding of relevant systems and processes and experience of working in a customer facing organisation.	E	A, I & T
Knowledge and understanding	Knowledge of relevant digital systems, processes and associated equipment. Proficient using office systems.	E	A&I
Knowledge and understanding	Good numeracy and budget monitoring skills to interpret information.	E	A&I
Knowledge and understanding	Demonstrates an awareness of the Values and behaviours expected from Slough Borough Council to promote a positive working environment and culture. Understands fairness and dignity and equality of opportunity at work and in service delivery.	E	A, I & T
Knowledge and understanding	Understanding of Health and Safety legislation and good practice and how it relates to themselves and others in the workplace.	E	A&I
Qualifications	Educated to GCSE / 'A' level / NVQ Level 3 or equivalent with practical knowledge of applied business practices including, where relevant, basic awareness of relevant legislation. May require additional technical or specialist training.	E	A

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Qualifications	Demonstrable commitment to continuous professional development.	E	A&I