

## JOB SUMMARY

|   |   |                  |   |                                |    |                 |          |
|---|---|------------------|---|--------------------------------|----|-----------------|----------|
| <b>Post Title</b>   | <b><i>Direct Payment Support Service Officer</i></b>              |                  |   |                                |    |                 |          |
| <b>Job Section</b>  | <i>Business Support</i>   | <b>Pay Range</b> | 5 | <b>Line Manager to others?</b> | No | <b>Post No.</b> | 50056835 |
| <b>Service Area</b>   | <b><i>ADULT SOCIAL CARE &amp; COMMUNITY WELL-BEING:</i></b>       |                  |   |                                |    |                 |          |
| <b>Line Manager</b>   | <i>Senior Direct Payment Finance Officer</i>                      |                  |   |                                |    |                 |          |
| <b>Location</b>   | <i>County Hall, High Street, Newport, Isle of Wight, PO30 1UD</i> |                  |   |                                |    |                 |          |
| <p><b>Job Purpose</b></p> <p>To provide high quality administrative and secretarial support to the Commissioning and Partnerships Direct Payment Personal Budget and Financial Assessment Teams.</p> <p>To provide the delivery of an efficient and effective Direct Payment Account Management Service (DPSS Managed) to individuals in receipt of a Direct Payment. This includes making timely payments to providers ensuring good relationships are maintained and by dealing with all issues and queries raised from individuals in receipt of a Direct Payment, their representatives and external service providers.</p> <p>As part of this role you will assist in ensuring people are receiving accurate and up to date, care act compliant, financial assessments to determine how much they will need to pay towards the cost of their care and support.</p>   |   |                  |   |                                |    |                 |          |
| <p><b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b></p> <ul style="list-style-type: none"> <li>• To ensure the payment of invoices received from external service providers are made within the agreed timescales.</li> <li>• To ensure all payments processed are made in accordance with the outcomes agreed in the Direct Payment Care Plan of the individual.</li> <li>• To raise any issues or concerns regarding invoices received from external service providers and referring any potential high risk cases to the Senior Officer and/or Social Worker involved.</li> <li>• To be a key link between Direct Payment individuals and their external service providers, ensuring support and advice is provided and issues or concerns are appropriately identified and actioned in accordance with agreed timescales.</li> <li>• To ensure accurate information regarding the individuals Care Plan is kept up to date by entering required information on to the appropriate spreadsheets, databases and case management systems.</li> <li>• To liaise with the Direct Payments Team about the individuals Direct Payment funding and closure of the Direct Payment.</li> <li>• To contribute towards the ongoing development and redesign of the service and streamlining of processes and procedures.</li> <li>• To assist with the management of the non-residential, financial assessment, annual review process, maximising income to the council whilst remaining care act complaint.</li> <li>• To assist the Financial Assessment &amp; Charging Team Manager in ensuring consistent accurate and up to date charging information is provided both internally and externally.</li> <li>• Liaise effectively with service users, their representatives and external bodies i.e solicitors, to provide information and resolve queries.</li> <li>• To assist the team by completing the team post / printing and scanning</li> </ul> |   |                  |   |                                |    |                 |          |

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| Knowledge, Skills and Experience   |   |           |           |
|--|---|-----------|-----------|
| Role Profile requirements.   | Job specific examples.<br>(if left blank refer to left hand column)   | Essential | Desirable |
| Relevant practical experience within the service or a related area demonstrating evidence of appropriate level of knowledge.                                       | <i>Able to demonstrate previous experience and the ability to successfully build positive relationships with external social care providers.</i>                                    | <b>E</b>  |           |
| Extensive knowledge of the systems, policies, processes and regulations relevant to the work area.   | <i>Able to demonstrate knowledge of the purpose of Adult Social Care and the services delivered directly.</i>   | <b>E</b>  |           |
|  | <i>Able to demonstrate knowledge and understanding of the process for individuals in receipt of a Direct Payment.</i>   |           | <b>D</b>  |
| Reliable and Responsible   | <i>Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable</i> | <b>E</b>  |           |
| Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences   | <i>Knowledge of other teams and departments that interlink with Adult Social Care</i>   |           | <b>D</b>  |
|  | <i>Good knowledge of the Adult Social Care provider market and specific services they provide.</i>  |           | <b>D</b>  |
| Good ICT skills including use of Microsoft applications and specialist systems.  | <i>Good working knowledge of Microsoft word, excel, outlook.</i>  | <b>E</b>  |           |
|  | <i>High speed, accurate word processing and key-board skills</i>  | <b>E</b>  |           |
|  | <i>Ability to develop existing IT packages to enhance the current system and streamlining of current processes</i>  |           | <b>D</b>  |
| Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand.                                | <i>Able to demonstrate confidence and understanding with complex queries when dealing with Direct Payment individuals, service providers and other colleagues</i>                   | <b>E</b>  |           |
| Proven ability to build relationships and engage successfully with vulnerable adults and external providers  | <i>Ability to negotiate and maintain positive relationships with existing service providers.</i>  |           | <b>D</b>  |
| Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. | <i>Be self-managing to ensure accurate and timely payments are made to existing agreed deadlines and expectations; reprioritising effectively as necessary</i>                      | <b>E</b>  |           |
|  |   |           |           |

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| <b>Qualifications</b>  |  |                  |                  |
|--|--|------------------|------------------|
| <b>Role Profile requirements.</b>  | <b>Job specific examples.</b><br>(if left blank refer to left hand column) | <b>Essential</b> | <b>Desirable</b> |
| Educated to level 3 standard or able to demonstrate equivalent experience.               |  |                  | <b>D</b>         |
| GCSE level qualifications or equivalent experience                                       | GCSE level qualifications or equivalent experience                         | <b>E</b>         |                  |
| <b>Other Requirements</b>  |  |                  |                  |
| <i>Car Driver – clean licence and access to a car for business purposes is desirable</i> |  |                  |                  |