



**Job Outline**

Directorate of Adult Services

Job Title	DIRECT PAYMENT SUPPORT OFFICER	Post Number	
Responsible to	WELFARE RIGHTS TEAM MANAGER	ERYC Grade	6
Overall Purpose:			

Principal Accountabilities	
1	To assist with the delivery of advice and support services for adult service users within ERYC by offering information, advice, support and guidance in a range of formats so they have a clear understanding of cash personal budgets and direct payments and are clear about the responsibilities and liabilities of being an employer. This will include supporting people initially and on an ongoing basis as required.
2	To provide specialist direct payment advice and support to care management and community mental health teams as required in order to promote and facilitate the uptake of cash personal budgets/direct payments.
3	<p>To offer advice and support in the following areas to users of adult social care particularly those who want to employ their own staff to include:</p> <ul style="list-style-type: none"> <li>- Ensuring the service user understands their responsibilities as a user of direct payments and signs the ERYC agreement;</li> <li>- Safe advertising and recruitment practice including facilitation of DBS checks and references;</li> <li>- Signposting to suitable staff training for service user's employees;</li> <li>- The importance of contracts of employment, terms &amp; conditions etc. and supporting people to have these in place including provision of templates;</li> <li>- Signposting to appropriate payroll, insurance &amp; banking companies (including financial management)</li> </ul>

	<ul style="list-style-type: none"> <li>- Staff rotas, cover, timesheets etc. to ensure the requirements of the support plan are met</li> <li>- Signposting to resources, providers and activities if the person is not employing their own staff;</li> <li>- Support with money management to include assisting with setting up specific bank accounts, access to prepaid card accounts or managed accounts, budgeting, putting contingencies in place, compliance with audit requirements and provision of required financial information</li> <li>- Signposting to specialist employment advice</li> <li>- Mediation support and signposting to advocacy services where required;</li> <li>- Close down of accounts when the direct payment ends and/or reclaim of unspent funds as required; and</li> <li>- First line mediation between employer and employee</li> </ul>
4	To maintain accurate records of casework and statistics including a direct payment/cash personal budget database and provide this information when required
5	To promote the development of direct payments peer support and mentoring within ERYC via a range of methods including development of a website, telephone support network, a “buddy system” service user meetings and newsletters
6	To develop a fast track service for people at End of Life Care
7	To develop and maintain a Personal Assistant register
8	To carry out a review with service users 6 weeks after they commence direct payments to ensure everything is in place and working, and provide additional support where necessary. Service user feedback to be obtained during the review.
9	To support the development of support materials for service users and for professionals including collating personal stories to be used in promotional materials
10	To develop good working relationships within the organisation and with

	external agencies in the interest of service users and the Council
11	Any duties and responsibilities appropriate to the grade and level of responsibility of the post
*	In your role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 77-84 of the Immigration Act 2016
	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



## Employee Specification

**Post Title: Direct Payment Support Officer**

**ERYC Grade: 6**

### Essential Criteria

- Recent experience of working with vulnerable people in a same or similar field.
- Knowledge of Government guidance on direct payments. Knowledge of adult social care and service provision within a Care Management setting
- To be able to act as consultant on direct payment matters for staff and service users. Numeracy Skills. IT Skills.
- Full driving licence
- Suitable to work with vulnerable adults
- Treats customers with respect
- Gives the customer confidence in what they have done/said
- Commitment to the principles and values underpinning personalisation and understanding of the needs and aspirations of vulnerable people.
- Listens to understand
- Builds rapport
- Delivers information clearly - Good communication and interpersonal skills. Articulate, confident and assertive and an ability to work with individuals who may present challenging behaviour
- Is clear, thorough and accurate
- Solves problems
- Ability to plan and organise own workload and undertake all aspects of the role within minimum supervision.
- Acts with integrity and honesty
- Is a team player
- Is resilient
- Is organised
- Understands the need for change



- Thinks ahead and takes responsibility for improvement
- Uses technology effectively - Able to use computer applications and feed into performance information.
- Uses technology to manage information

### **Desirable Criteria**

- Experience in supporting users of Direct Payments.
- Knowledge of Human Resources and Employment regulations, Knowledge and understanding of the Mental capacity Act
- Good presentation skills. Ability to produce information on the use of direct payments.
- Thinks ahead, taking responsibility for change and shares ideas with the team.
- Has self-knowledge
- Embraces change and adopts a can do attitude
- Encourages others to use technology