

Northumberland County Council

JOB DESCRIPTION

Post Title: Direct Payments Support Worker		Director/Service/Sector: Community Business Unit		Office Use JE ref: 3950
Band: 7		Workplace: County Hall, Morpeth		
Responsible to: Senior Direct Payment Support Worker		Date: June 2021	Job Family:	
Job Purpose: <ul style="list-style-type: none">To support Children and Adults in Northumberland who have an assessed need and want to access their care provision via a Direct Payment.To develop & promote Personalisation within Social Care in Northumberland.To provide home visits and telephone support to deliver information, advice and support on Personal Budgets to people with disabilities & their carers; Trust staff; voluntary & charitable organisations; the independent sector; stakeholders & partnerships; and the public throughout Northumberland.				
Resources	Staff	<ul style="list-style-type: none">To provide training and support to Care Managers.Training of new staff within the department, students and colleagues from other teams.The Post Holder will be responsible for providing Direct Payment Training to Care Managers/Social Workers and other professionals as requested.1:1 training will also be requested from Team Managers as part of the new workers induction.		
	Finance	<ul style="list-style-type: none">To oversee the processing of payments to service users of Direct PaymentsResponsible for the verification of expenditure by clients in relation to their Direct Payment/ Personal Budget at annual audit.Responsible for ordering and receipting of Direct Payments booklets and literature.Calculate and verify payments to be made to clients via Finance Department.Forecast and check that amounts paid to clients will cover all eventualities within the employer's remit.To co-operate on the production of funding applications related to direct payments.		
	Physical	<ul style="list-style-type: none">Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required.To analyse, interpret and report information and knowledge related to ideas and concepts in relation to Direct Payment issues.Access stored data to produce documents e.g. letters, mail merges, spreadsheets, PowerPoint presentations, flowcharts etc.To develop monitoring systems relating to the Direct Payments process.		
	Clients	<ul style="list-style-type: none">Liase with Contract Section, Care Managers, Finance, and other colleagues in relation to costing care packages, and resolving queries and finance issuesTo Support Children and Adults in Northumberland through the Direct Payment Process to safely and legally recruit and continually offer support in relation to employment and all aspects of their direct payment.		
Duties and key result areas:				
Dimensions <ul style="list-style-type: none">To support services users and carers in establishing and maintaining direct payments to purchase social care and equipment.To assist in obtaining advice for clients in relation to accessing direct payments (moving and handling, wages, equipment, health and safety and training in general).				

- To undertake promotional activities and training in relation to direct payments.
- To liaise with individuals and organisations connected with direct payments including the voluntary and independent sectors to ensure that the making of Direct Payments complies with relevant Legislation e.g. Inland Revenue requirements, Employment Law, Recruitment and Selection.
- To prepare and present regular reports.
- To provide training and support to Care Managers.
- Liase, advise and assist Care Managers to formulate care plans.
- Attend regular meetings on behalf of the Trust.
- Review Service Level Agreements with Care Managers, Clients, Carers, Independent Sector organisations and Voluntary Organisations.
- Prepare Direct Payment care requests for approval.
- Liase with Contract Section, Care Managers, Finance, and other colleagues in relation to costing care packages, and resolving queries and finance issues.
- Gatekeep eligibility criteria in accordance with Government policy.
- To advise Direct payments recipients on finance and issues affecting maintenance of Direct payments
- To undertake other such duties as may be deemed appropriate, commensurate with the nature level and grade of the post.
- To assist in maintaining own and others' health, safety and security.
- To Develop and improve service provision through Direct Payments.
- To contribute towards quality improvement within the context of the job role.
- To support people's equality, diversity and rights through Direct Payments.
- To process and manage data and information within the context of the job role.
- To participate in partnership working with individuals, groups communities and agencies, within the context of the job role.
- To influence the development of knowledge, ideas and work practice in respect of Direct Payments.
- To oversee the processing of payments to service users of Direct Payments
- To undertake audits of service users accounts checking expenditure against budgets and to respond to issues arising from audit.

Communications and Relationships

- Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding.
- Exceptional communication and customer service skills, with the ability to relate and build a rapport with people from all backgrounds and at all levels.
- Give advice and guidance to service users, care managers and other stakeholders and deal with any problems, essential to have well developed listening skills and have empathy with their situation.
- Negotiate with providers, services users and others in relation to packages of support.
- Deliver presentations to positively promote the take up of Personal Budgets. • The ability to deal sensitively with service users varying and often complex disabilities whilst respecting client confidentiality.
- Communicate effectively in a range of situations where there are barriers to communication for example due to disability, language, religion etc.
- Providing and receiving complex, sensitive and contentious information for example information relating to a client's medical condition, family circumstances or financial affairs.
- To establish and maintain communication with individuals and groups about difficult or complex matters, overcoming any problems with communication.
- Must be able to demonstrate the English language proficiency level required for this post.

Analytical

- Ability to visit clients, listen to their requirements and offer a range of services to achieve their desired outcomes e.g. using a registered care agency or employing their own staff
- Support service user through a process to achieve their desired outcomes.
- Ability to make judgements and decisions involving a range of facts or decisions.
- To analyse, interpret and report information and knowledge related to ideas and concepts in relation to Direct Payment issues.

Planning and Organisational

- Provide a pro-active service
- Respond to emergency situations e.g. if a care plan has broken down.
- Liaise with care management, DWP, clients to facilitate implementation of care package within agreed timescales.
- Time Management Skills and ability to manage own workload and diary

Patient/Client Care

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

- Implements policies for own work area and proposes changes to working practices or procedures for own work area.
- Ability to draft and implement policies which reflect changes in government legislation.
- Ability to update policies with regard to client need/feedback and care management input.
- To prepare and research information which contributes towards decision making for Policy, Protocols, Procedures, Systems and Quality Development of Direct Payments.

Financial and Physical Resources

- Responsible for the verification of expenditure by clients in relation to their Direct Payment/ Personal Budget at annual audit.
- Responsible for ordering and receipting of Direct Payments booklets and literature.
- Calculate and verify payments to be made to clients via Finance Department.
- Forecast and check that amounts paid to clients will cover all eventualities within the employer's remit.
- To co-operate on the production of funding applications related to direct payments.

Human Resources

- Responsible for the delivery of core HR advice on a range of subjects.
- Knowledge and experience of legislation and policies in relation to employment law, equality and diversity and advertising and recruitment. e.g. Equality Act, Criminal Records Bureau Code of Practice, National Minimum Wage, Working Time Directive etc.
- Assist clients with advertising, selection and recruitment of staff.
- Support clients to implement good practice in becoming employers by informing them of current legislation.
- Training of new staff within the department, students and colleagues from other teams.
- Formal training sessions for care managers and other stakeholders.
- To develop own skills and knowledge and contribute to the development of others.

Information Resources

- Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer-based data entry systems
- Compilation of statistical information in database form to provide information to management for government returns.
- Storage of client records and information in paper and electronic format.
- Access stored data to produce documents e.g. letters, mail merges, spreadsheets, PowerPoint presentations, flowcharts etc.
- To develop monitoring systems relating to the Direct Payments process.
- To produce and maintain a central resource of information and statistical data concerning direct payments.
- To produce and maintain information on direct payments for dissemination to partner organisations, as appropriate.
- To provide information in response to enquiries about direct payments.

Research and Development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R & D, clinical trials or equipment testing.
- Ability to research changes in government legislation in order to ensure best practice.

Freedom to Act

- Is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct.
- Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.
- Specialists in the field of Self-Directed Support working autonomously within the scope of relevant legislation.
- Accountable for own actions making general decisions within the principles and broad policies of the organisation.
- Work independently and flexibly to manage own work load.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

- Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
- May include weekends and evenings. Mainly office based but some travel required.
- Drive a car daily to get around a large geographical area of Northumberland.
- Occasional exposure to unpleasant smells and odours in clients' homes due to animals, cigarettes, lack of personal and home hygiene.
- Regular contact with clients both adults and children in their own homes or on the telephone.
- Use VDU for access to IT systems on a daily basis.
- Occasional exposure to verbally aggressive clients in their own homes and on the telephone.

Northumberland County Council
PERSON SPECIFICATION

Post Title:		Director/Service/Sector:	Ref:
Essential		Desirable	Assess by
Qualifications and Knowledge			
<ul style="list-style-type: none"> Degree or relevant significant experience within a Finance, Customer Service, Human Resources or Social Care role. Knowledge of the Social Model of Disability Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience for example: Knowledge and experience of legislation and policies in relation to employment law, equality and diversity and advertising and recruitment. e.g. Equality Act, Criminal Records Bureau Code of Practice, National Minimum Wage, Working Time Directive etc. Basic understanding of Welfare Rights and Care Management procedures. Understanding of the need for confidentiality in dealing with sensitive issues. Knowledge of networking across sector services. 		<ul style="list-style-type: none"> Qualification which includes customer service, human resource, finance or social care element. 	
Experience			
<ul style="list-style-type: none"> Experience in a post involving responsibility for contact with the public. Extensive office experience working within a team using a variety of IT packages e.g. Microsoft Office (Word, Excel, PowerPoint etc). Experience in the field of quality assurance. Experience of developing services and policies and establishing a user led service. Understanding of the Social Model of Disability and Community Care Legislation. Experience of Information / Advice Work. Experience of producing accessible information. Experience of developing services and policies. Experience of organising meetings and events. Experience of planning and establishing a user led service. 		<ul style="list-style-type: none"> Experience of development work. Experience of developmental/delivery of training programmes. Experience of recruitment and selection of staff. Experience of finance/budget management. Experience of evaluation and monitoring systems Experience of working in an open plan setting 	
Skills and competencies			
<ul style="list-style-type: none"> Exceptional communication and customer service skills, with the ability to relate and build a rapport with people of all backgrounds at all levels. Problem solving skills to enable effective and efficient resolution of concerns and queries from care managers, service users. Ability to implement unpopular decisions when necessary. 		<ul style="list-style-type: none"> Willingness to work outside normal hours 	

<ul style="list-style-type: none"> • Ability to work with limited direction away from office base. • Ability to work on own initiative or as part of a team. • Ability to remain calm and professional in difficult and sometimes hostile situations. • Excellent communication skills both verbal and written, ability to produce clear, well organised reports. • Ability to negotiate. • Positive commitment to the involvement and empowerment of disabled people. • Organisational skills. • Ability to liaise and network with a wide range of agencies. • Problem solving skills. • Ability to use word processing and information technology and compile and analyse relevant data. • Must be able to demonstrate the English language proficiency level required for this post. • The ability to work on own initiative/self-motivated. • Ability to work to and plan for deadlines. • Ability and commitment to work in a non-discriminatory way. • Ability to work as part of a team 		
Physical, mental, emotional and environmental demands		
<p>Physical –</p> <ul style="list-style-type: none"> • Required to regularly travel (drive) long distances across Northumberland. • Regular use of VDU. (Daily) • Sitting in clients' homes for periods of time. • Sitting at desk for prolonged period. (Daily) • Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or reassurance skills are required • To analyse, interpret and report information and knowledge related to ideas and concepts in relation to Direct Payment issues. • Access stored Data to produce documents e.g letters, mailmerges, spreadsheets, power point presentations, flowcharts etc • To develop monitoring systems relating to the direct payment process • The post holder is based in County Hall, Morpeth and will be available to drive to all areas of Northumberland dependent where the client resides. The post holder will regularly be sitting in a sedentary position whether at a desk, driving or a client's home visiting etc <p>Mental –</p> <ul style="list-style-type: none"> • Work is unpredictable with frequent interruptions and necessity to re-prioritise work to meet client need and provide effective and accessible to support. 		

- Frequently driving a car for prolonged periods in all weathers.
- Client visits - ensuring that all aspects of a Direct Payment have been discussed and understood. Listening to client's needs and drawing everything together for a successful outcome.
- Gathering information and liaising with care managers, client, carer and outside agencies to ensure all aspects of the Direct Payment have been considered.
- Collating and documenting information from various sources onto a decision sheet to management for approval.
- Calculating and requesting set up of payments.
- Arranging for input of payments onto database (Swift).
- Ensuring that the client has responded to all requirements of an employer – contracts of employment, liability insurance in place etc.

Emotional –

- Exposure on an occasional basis to distressing or emotional circumstances.
- Responsible for sensitive information in respect of CRB disclosure details which may affect a persons suitability to become an employee.
- Dealing with clients with challenging behaviour, cognitive impairment, learning disabilities and mental health issues.
- Required to provide and receive complex or sensitive information without breach of confidentiality.
- Provide support and empathy to clients and parents who are struggling to cope with their situations.
- Exposure on an occasional basis to distressing or emotional circumstances
- Responsible for sensitive information in respect of DBS disclosure details which may affect a person's suitability to become an employee.
- Dealing with clients with challenging behaviour, cognitive impairment, learning disabilities and mental health issues.
- Required to provide and receive complex or sensitive information without breach of confidentiality
- Provide support and empathy to clients and parents who are struggling to cope with their situations
- Dealing with family to discuss finance relating to direct payment when client has passed away

Working Conditions –

- Drive a car daily to get around a large geographical area of Northumberland.
- Occasional exposure to unpleasant smells and odours in clients' homes due to animals, cigarettes, lack of personal and home hygiene.
- Regular contact with clients both adults and children in their own homes or on the telephone.
- Use VDU for access to IT systems on a daily basis.
- Occasional exposure to verbally aggressive clients in their own homes and on the telephone.

Other		
<ul style="list-style-type: none"> You may also need to travel between Trust/Council premises as required for the performance of your duties. You may also be expected to work at any of the trust/Council sites. The Council would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits