

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Direct Payment Adviser
Salary:	£24,982 - £27,741 per annum
Grade:	8
Hours:	37 hours per week
Team:	Direct Payment Advice Team
Service Area:	Adult Social Care
Primary Location:	Abingdon/ Banbury/ Oxford (with the ability to work in an agile manner across the county)
Budget responsibility:	None
Responsible to:	Direct Payments Team Leader
Responsible for:	N/A

Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department.

The Direct Payments Advisor role sits within the Direct Payment Advice Team within the Social Care Finance and System Department in Adult Social Care.

The Team is responsible for ensuring that all Direct Payments funded by Oxfordshire County Council, and Oxford Health are set up and compliant with all legal and regulatory requirements. This includes but not exclusively; Care Act 2014, Health Direct Payment Regulations, Mental Capacity Act 2005 and HMRC Employer/ Tax and Statutory Pension Regulations.

The Officer will be responsible for supporting the team to achieve its objectives, these include:

- Provide a high level of customer service to Direct payment recipients, their carers and families. Ensuring that all queries are managed effectively in a timely way.
- Work collaboratively with all colleagues and external stakeholders to ensure efficient and effective service is provided to Direct Payment recipients promoting the use of Direct payments for facilitating choice, control and flexibility.
- Have an awareness of the different regulatory bodies governing Health and Social Care in relation to Direct Payments and be aware of boundaries and limitations within different regulations.
- Ensure that all Direct payments are fully compliant with Oxfordshire policies and procedures;

- Provide accurate accessible information, advice and guidance to Direct payment recipients about the range of options available to them in managing their Direct payments.
- Ensure that payments to Direct Payment recipients are made in a timely way to enable them to meet their financial obligations in line with council financial regulations

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

Responsible for:

- Providing information, advice and guidance to adults and parents of children with identified care needs this may include any representatives, informal carers and professionals involved in supporting the person who would like to receive a Direct Payment for the purposes of meeting their assessed care and support needs.
- Working in compliance with all relevant legislation and regulatory requirements in respect of the provision of Direct Payments Advice

Key tasks include:

- Providing accurate information, advice and guidance about the range of ways that a Direct Payment can be managed these include online accounts, payroll service, managed account - ensuring that choice, control and risk is balanced.
- Providing accurate information, advice and guidance about the options available to people in meeting their needs using a Direct payment e.g. Personal Assistants – Employed/ Self Employed, Care Agencies etc promoting choice, control, flexibility and ensure that risks are balanced.
- Explaining the responsibilities that come with having a Direct Payment in an accessible way.
- Providing accurate advice to Direct payment recipients around being an employer and support them to understand their roles and responsibilities, support with ensuring contracts of employment are in place along with necessary liability insurance.
- Providing information and advice to Direct payment recipients that when using a Self-Employed Personal Assistant, the necessary employment status check is completed and that they are aware of the risks.
- Explaining clearly the ongoing responsibilities around monitoring returns required for the duration of the Direct payment.
- Manage conflict and identify and escalate risks relating to how a Direct Payment is being used.
- Support people to manage conflict with Personal assistants and act in a mediation role where appropriate and also be aware of personal limitations and when to seek more specialist advice.
- Appropriate recording of advice, decisions, care provisions, financial data and other sensitive information in a way that is compliant with council policy.
- Provide advice and guidance to Direct payment recipients where required on meeting their responsibilities e.g. access to training for personal assistants, DBS Checks, Insurance liabilities, rates of pay etc.
- Take a proactive role in managing Helpdesk queries for Direct Payment recipients
- Awareness of Safeguarding concerns and reporting these as per County Council Policies.
- Awareness of fraud and escalating any concerns so that matters can be dealt with.

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection

criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our corporate values.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
GCSE level English & Maths A-C, or equivalent	A, I, D
Experience of working in a similar system or financial environment, with external customer interactions	A, I
Good ICT skills including the ability to use both Microsoft applications, and business systems effectively, with the ability to apply system knowledge to new IT systems	A, I
Ability to work independently and well under pressure, managing multiple tasks and by prioritising competing demands effectively	A, I
Attention to detail, and experience in analysing and interpreting data, and presenting it in an understandable format	A, I
Excellent communication and interpersonal skills, with experience of communicating complex matters effectively in a variety of mediums in a professional and timely manner, fostering effective working relationships with colleagues and external providers and professionals	A, I, T
Experience and aptitude to use own initiative and work collaboratively with colleagues and partners, whilst maintaining focus on service objectives	A, I
Motivated, positive and inquisitive with an aptitude for learning and problem solving, including a commitment to providing excellent customer service, and continuous improvement	A, I
<p>Behaviours and Key Competencies</p> <p>The following are the generic behaviours expected from all Social Care Finance and System Data staff:</p> <ul style="list-style-type: none"> • Willing and flexible, with a positive and optimistic attitude • Always looking to improve ways of working. • Inquisitive and actively owns and seeks to solve problems. • Takes personal responsibility to find things out, develop and share knowledge. • Communicates and collaborates pro-actively. • Builds trust-based relationships. <p>These staff behaviours will be demonstrated in conjunction with the following key competencies:</p> <ul style="list-style-type: none"> • Is commercially aware – i.e. cost drivers and understands true costs of services and considers the value in everything we do 	A, I, T



<ul style="list-style-type: none"> • Able to listen, understand, and respond constructively to viewpoints of others. • Able to challenge constructively, join the dots, and see the wider implications, across services, processes and issues. • The ability to communicate clearly and openly with others in order to inform, instruct, persuade and encourage feedback. • Demonstrates a can-do attitude and focuses energy and commitment on achieving positive results that are critical to the organisations success. • Understands the role of the organisation, and the needs and expectations or internal and external customers, working professionally and innovatively to meet or exceed those needs and expectations. • Demonstrates an open mind to challenge traditional approaches in a positive way, develops innovative idea, solves problems and continually improves performance. • Collaborates and consults with others effectively, in joint pursuit of team and organisational goals. • Understands the environment in which the organisation operates and considers the financial and wider commercial implications of their decisions and actions. • Demonstrates the appropriate level of specialist knowledge and skills required to effectively fulfil the role and ensure continuous development 	
Desirable Criteria	Assessed By:
Relevant experience in Local Government	A, I
Relevant experience of Liquid Logic Children' and Adults Systems	A, I
Evidence of commitment to ongoing training and development	A, I, D
Understanding of the requirements for managing sensitive data under GDPR	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role include:

<input checked="" type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks



<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse



<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

