



Direct Payments Support Service Job Description

Job Title: Direct Payments Officer
Salary: £24,000 per annum
Hours: 35 hours per week
Accountable to: Direct Payments Team Leader

Key Deliverables:

As part of a team, promote and extend the uptake of Direct Payments within the area of Knowsley and neighbouring districts. Provide support, information and assistance to enable people to access Direct Payments as a means to live independently and have control over the way their support services are delivered.

Location: Knowsley Disability Concern, 263a Tarbock Road, Huyton, Merseyside, L36 0SD, with frequent travel throughout Knowsley.

Principal Duties and Responsibilities: To operate as part of the Direct Payments Support Service team to provide:

Information, advice and guidance

- Taking referrals from Social Workers.
- Responding to requests for information and guidance from individuals and/or their representatives.
- Carrying out visits with prospective clients, their families and carers (usually in their home) to explain about Direct Payments and our support service at KDC.
- Provide advice and information on how direct payments can be used to buy the support services needed; support the Direct Payment recipient (and/or representative) to think about their care and support needs; help find the right support; ensure the individual and/or representative is left with relevant information about the service to refer back to.
- Delivering ongoing support for all individuals to ensure continued ability to use Direct Payments to meet their care and support needs successfully

Support for people to recruit and employ Personal Assistants

- Providing support for people to recruit Personal Assistants, including, helping to write job descriptions, placing adverts, assisting with interviews and issuing contracts of employment
- contributing to the development and promotion of the KDC-Connections PA-finder website and supporting employers and PAs to use it as a resource
- assisting individual employers to organise PA cover, including emergency and holiday replacement
- providing advice, guidance and support for the person to be a good employer, including accessing training for their PAs

Continuous review, development and improvement of the Direct Payments

Support Service

- Conducting 12-month reviews with current Direct Payment recipients
- Identifying and working with Direct Payments Team Leader for any process and procedural changes that may be required
- Contributing to arranging training of the local PA workforce

Managed Accounts Service

The provision of an efficient and accurate Managed Accounts Service for individuals who need additional support.

- Processing invoice payments to Agency and Day Service providers
- processing leavers
- maintaining electronic administration and financial records
- liaising with Knowsley MBC adult social care and audit and monitoring teams

Any other duties commensurate with the role of Direct Payments Officer considered necessary to further the aims of the service. This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Direct Payments Officer.

July 2024

Direct Payments Officer – Person Specification

Feature Sought	Essential	Desirable	Measure
Qualifications/ Professional Membership	<ul style="list-style-type: none"> • Educated to GCSE Level 	<ul style="list-style-type: none"> • Health & Social Care qualification 	Sight of Qualifications
Skills and Effectiveness	<ul style="list-style-type: none"> • Ability to work as part of a team • Excellent verbal and written communication skills to engage with clients, families, and carers effectively. • Excellent attention to detail • Ability to engage and involve individuals and their families. • Well-developed organisational skills and experience of balancing workload priorities • IT competent particularly in the use of Microsoft applications, excel spread sheets, databases, word for reports and presentations, Outlook, Calendars and Teams 		Application Form/ Interview
Experience/ Achievements	<ul style="list-style-type: none"> • Capable of managing caseloads, maintaining accurate records, and prioritising tasks. 	<ul style="list-style-type: none"> • Experience working in a similar role, preferably within a social care or support services context. • Familiarity with direct payments and understanding of their application in meeting care and support needs • Experience in recruitment processes • Experience of working in a supportive /training/advisory role 	Application Form/ Interview
Personal Qualities	<ul style="list-style-type: none"> • Empathetic: Demonstrates compassion and understanding when interacting with clients. • Flexible: Adapts to different situations and client needs. 		

Feature Sought	Essential	Desirable	Measure
	<ul style="list-style-type: none"> • Non-Discriminatory: Promotes equality of opportunity and challenges stereotypes. • Self-Reflective: Willingness to learn, keep up-to-date, and reflect on practice. • Collaborative: Works well with colleagues and external partners 		
Other requirements of the job	<ul style="list-style-type: none"> • Current clean driving license • Willingness and ability to travel efficiently around Knowsley in order to carry out duties 		Application Form/ Interview

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