



JOB DESCRIPTION

Job Title	Direct Payment Assistant		
Directorate	Adult Social Care Commissioning		
Reporting to	Senior Commissioning Officer – Direct Payments and Personalisation		
Grade	14		
Evaluation ref:	TR0019	Job Family ref:	
Role purpose			
Responsible for auditing and governance of public spending for those on the Direct Payment Scheme. Providing comprehensive assistance and guidance to members of the public ensuring that they understand their responsibility when receiving a Direct Payment. Responsible for addressing all queries, resolving issues, and relaying to seniors in Adult and Childrens Social Care any concerns. Collaborating with the contracted service provider to facilitate a seamless and efficient Direct Payment process. Recognising the unique needs and circumstances of each individual rather than assuming a one-size-fits-all approach.			
Accountabilities			
Client Support: Provide comprehensive support to those in receipt of a Direct Payment, ensuring they understand their Direct Payment, signposting to the advice and guidance service provider when necessary. Answering queries via email, telephone and letter.			
Staff Support: Provide comprehensive advice to Adults Social Care/Children with disabilities/SEND/HIS staff where required.			
Financial Management: Ensure individuals are not overspending and advise on how they can rectify any issues. Informing the relevant teams of any over/underspend. Ensure individuals are paying their assessed FAB client contribution or top ups when necessary. Reclaim surpluses on a regular basis. Raise invoices where incorrect spending occurs and follow due process if left unpaid.			
Issue Resolution: Address any issues or concerns related to Direct Payments, providing tailored advice and support, resolving issues where possible and informing relevant teams where concerns persist.			
Collaboration: Work closely with community locality teams, and other stakeholders to ensure those in receipt of a Direct Payment are well supported and informed.			
Record Keeping: Maintain accurate records of all interactions, transactions, and store all relevant information on the individuals Eclipse record.			
Monitoring: Conduct regular financial return requests to ensure the effective use of Direct Payments and compliance with care plans. Check employment status is correct and where it is not, inform the person what they need to do to correct it. Offer the assistance of our contracted advice and guidance service provider as required. Check the relevant HMRC payments are being made and that public liability insurance has been purchased/renewed if the person is an employer.			



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Knowledge / Experience / Skills		
	Essential	Desirable
Knowledge		
Understanding of Direct Payments and personal budgets in social care.	✓	
Knowledge of relevant policies, Acts and regulations in Adults and Children's services.	✓	
Understanding of data protection and confidentiality requirements.	✓	
Awareness of the challenges faced by individuals managing their own care.	✓	
Familiarity with community resources and support services.		✓
Knowledge of financial management principles.		✓
Experience		
Previous experience in a customer service or advisory role.	✓	
Experience in handling challenging customer interactions with empathy and professionalism, de-escalating and resolving conflicts with customers in a calm and respectful manner	✓	
Experience in maintaining accurate records and documentation.	✓	
Experience in auditing financial transactions.	✓	
Competent in letter and email composure	✓	
Experience working in Adult or Children's Social Care or a related field.		✓
Experience in liaising with multiple stakeholders.		✓
Qualifications / Registrations / Certifications		
5 GCSE's or equivalent at grade 4/C or higher to include Maths and English.		✓
A relevant qualification in social care, health, or a related field.		✓
Certification in financial management or accounting.		✓
Qualification in data protection and confidentiality.		✓
Certification in safeguarding.		✓



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Skills		
Excellent communication and interpersonal skills.	✓	
Strong organisational and time management skills.	✓	
Multitasking with the ability to perform multiple tasks simultaneously.	✓	
Proficiency in using computer systems and software.	✓	
The ability to meticulously analyse and review information, demanding a high level of precision and accuracy	✓	
Problem-solving skills and the ability to handle complex queries.	✓	
Empathy and understanding towards service users' needs.	✓	
Working Conditions		
Flexible working either in the local offices or from home. Occasional offsite attendance will be required.		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position		
Corporate Accountabilities		