**Job Description and Person Specification Profile – Direct Payment Worker**

**Direct Payment Worker**

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| **Team:** | **Early Support and Advice Hub** |
| **Service:** | **Adults Services** |
| **Salary & Grade/Band/Pay Range:**  **Job ID:**  **Professional Grade Category:** | *Grade F*  *N/a* |
| **Responsible to:** | *Assistant Team Managers, Early Support and Advice Hub* |
| **Contract Basis:** | *Permanent* |
| **Hours Per Week:** | *36 hours per week* |
| **Working Pattern:** | *Monday to Friday (flexible / hybrid working). May include some in-sociable hours.* |
| **Location:** | *Main office Base / Home-working* |
| **Probationary Period:** | 6 Months |
| **Criminal records Check required:** | *Yes* |
| **Politically Restricted Post:** | *No* |

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| **What’s the post, and what are we looking for?** |
| 1. This role willbe to provide information, advice, training, support and guidance to current and potential Direct Payments customers and / or carers particularly with regard to customers and /or carers enabling them to take control of organising, purchasing and administering their own care arrangements. 2. To assist in promoting the uptake of Direct Payments   **Main Duties and Responsibilities include:**  *This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.*  *1. To deal with enquiries relating to Direct Payments provisions in person, by telephone, letter, e-mail or fax.*  *2. Liaise between Direct Payment users and Adult Services; provide advice and support on Direct Payments and any other appropriate matters.*  *3. To support all teams in Adult Services in responding to enquires and complaints in relation to the management of Direct Payment monies.*  *4. To provide advice in a suitable language and format, to include information, training and support to enable customers to live independently through the use of Direct Payments*  *5. To assist customers in the recruitment of Personal Assistants, including preparation of advertisements, job descriptions and employment contracts.*  *6. To deliver training and ongoing support to new and existing Customers in their own homes in regard to the responsibilities of receiving a direct payment and the completion of accurate financial returns. Some out of normal office hours working may be required.*  *7. To assist Social Care practitioners with the costing of Direct Payments packages of care for all new Customers on the scheme and amendments to packages for existing Customers.*  *8. To provide any appropriate ongoing administrative support to customers as required.*  *9. Promote awareness of Direct Payments to enable more people to utilise Direct Payments.*  *10. Ensure you acquire and maintain an in depth knowledge of all relevant legislation, policies and practices relating to Direct Payments.*  *11. Assist in the provision of training and workshop sessions to all Adult Services Staff / Health Service and Voluntary Organisations relating to Direct Payments.*  *12. Work in conjunction with colleagues to ensure an effective consistent and complete support service is provided*  *13. To attend relevant meetings in connection with Direct Payments and relevant professionals.*  *14. To record statistical information of work done to enable monitoring, evaluation and reports to be produced on the effectiveness of the service. To gather information requested for research purposes of the Direct Payments function.*  *15. To support the Assistant Team Managers with the effective provision and administration of the Direct Payments Scheme.*  *16. To attend appropriate training identified in supervision sessions with the Assistant Team Manager*  *17. Any other duties as commensurate to the post.*  *18. The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.* |
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| **About you** |
| Your essential qualifications  To be educated to GCSE level or equivalent Grade C or above  Direct experience of working with People in the community who are vulnerable.  Experience of working with people with wide range of disabilities.  Direct experience of working with people who have used social care provision.  Your essential skills, knowledge and experience  Understanding of the role of Adult Services / Health Services in the provision of services under the Care Act 2014.    An interest and understanding of the issues surrounding independent living.  An awareness of the principles of Direct Payments. Understanding of the use of Direct Payments.  Knowledge of the financial processes for Direct Payments  An understanding of Equal Opportunities issues.  An understanding of Anti-oppressive practice.  Ability to communicate effectively with a wide variety of people in an empowering way.  Ability to work as part of a team.  Ability to work to own initiative and build effective working relationships with a wide variety of people.  Ability to assimilate and process information  Good Numeracy Skills  Excellent Computerised skills  Car driver and ability to travel – with use of car available for work.  Ability to display a high degree of interpersonal skills.  Ability to be self-motivated and show initiative.  Ability to work without direct supervision at times.  Ability to maintain confidentiality.  Commitment to providing a quality service.  Ability to plan, prioritise and organise workload to meet deadlines.  A willingness to learn.  Excellent communication skills -orally, in writing and face to face, including tact, diplomacy and sensitivity in all interpersonal relationships    Ability to work under pressure    Willingness to work flexibly  An ability to fulfil all spoken aspects of the role with confidence through the medium of English  **If you have the following experience or qualifications – then that’s great!**  Awareness of how people utilise support groups.  Advocacy / mediation skills  Previous experience of working in the community with people with disabilities.  In depth knowledge of Direct Payments legislation.  Knowledge of issues relating to the employment of Personal Assistants.  Knowledge of local networks issues and services.  Knowledge of the financial assessment charging policy for direct payment.  Ability in facilitating people to give their own views and take control of their lives.  Ability to produce information that present complex issues in an accessible manner.  Experience of monitoring and evaluation techniques.  Use of problem solving techniques.  Listening and presentation skills.  Ability to read and write one or more language.  A willingness to effectively promote the aims and objective of the service.  A willingness to assist with planning new developments. |

**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

**What can you expect from us?**

* A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

**TRUST**

Trust is placed in us and we have trust in those that lead us. We feel empowered to support our residents and communities.

**SUPPORT**

We work in a supportive environment and actively encourage supporting each other to bring about innovation, improvement and sustainability. Good health and wellbeing is important to all of us.

**INTEGRITY**

We conduct ourselves and our services with honesty and fairness, modelling strong ethical and moral principles to ensure outcome driven results for our residents and communities.

**RESPECT**

We relate to others in ways that we want others to understand and relate to us. The behaviour that we model sets what we expect.

**VALUE DIVERSITY**

We are all recognised for our diversity, , commitment, skills and achievements and will challenge inequalities.

**ENGAGE**

We experience consistency in our everyday work; by being involved and having good quality and timely communication across the whole organisation. Our leaders are accessible and open to discussion.

**As well as making a difference to your community and working for one of the highest performing organisation’s in the country, here are some other reasons we think you should consider a career with us:**

You will have an **induction** that will help you to understand what to expect once you start, how the organisation works and how your post contributes towards the Corporate Plan ‘Our People Our Place Our Plan’ aims and aspirations for the area.

The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside is a Great Place, and has a Vibrant Economy. Tameside has a genuine **commitment to equality of opportunity** for its employees and citizens.

A comprehensive **workforce development programme**, leadership development programme, as well as an aspiring manager programme.

**Up to 30 days leave per year** depending on pay grade/band, in addition to statutory bank holidays. We also operate a **Holiday Purchase scheme.**

The commitment to improving the **work-life balance of employees** with a number of supportive procedures promoting, various types of flexible working. Along with, many family friendly policies in place, including generous schemes covering maternity, paternity, shared parental and adoption leave.

Tameside Council employees can join the **Local Government Pension Scheme (LGPS).** More information about GMPF and LGPS pensions can be found at www.gmpf.org.uk. Teachers can join the **Teachers’ Pension Scheme**.  More information on this scheme can be found by visiting www.teacherspensions.co.uk.

Tameside offers a range of salary sacrifice schemes, plus a number of other **staff benefits** including discounts at local shops, restaurants, health and fitness clubs and much more.