

Job Profile

Position Details	
Post	Direct Payments Account Officers
Service Area	Commissioning
Reports to	Deputyship, Appointeeship and Direct Payments Manager
Grade	SO1
Job Family	

Role Purpose
<ol style="list-style-type: none"> 1. To receive referrals from Social work teams and provide information and guidance to users of social services wishing to organise their care using direct payments/individual budget. 2. To set up direct payments to ensure that service users and their families receive their DP's promptly. 3. To undertake regular auditing of client accounts to ensure effective use of Council funds by clients receiving Direct Payments and to undertake recovery of client funds as and when appropriate.

Main Responsibilities
<ol style="list-style-type: none"> 1. To process Direct Payment requests in accordance with agreed policy and procedures. 2. To provide support and advice to service users and families, including: <ul style="list-style-type: none"> • Best use of direct payments / individual budgets. • Ensuring they are aware of their responsibilities as employers including responsibilities for tax and national insurance payments and have access to payroll and other support needed. • Explanation of monitoring arrangement for the use of direct payments / individual budgets. 3. To ensure that adequate information is obtained about clients to enable a financial assessment to be undertaken. 4. To provide support to Care Management staff when more complex advice and support is needed. 5. To maintain all necessary records and documentation, in line with Council policy and procedures on Haringey Care Record System (Mosaic). 6. To be aware of all necessary quality standards and performance measures and ensure that they are all adhered to. 7. To identify actual or potential risk and safeguarding situations and report these to the line

manager, making recommendations for action as necessary.

8. To undertake reconciliation and audit of client accounts and manage financial claw-backs of un-used funds.
9. Apply the principles of sound financial practice necessary to operate within defined budget limits in line with value for money.
10. Understanding, knowledge and ability to follow guidelines that ensures compliance to Health and Safety at Work, Data Protection and other statutory requirements.
11. Health and Safety aspects/issues, first aid/manual handling etc. in relation to working environment, i.e. hazardous materials and relevant processes/legislations etc.
12. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc.
13. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
14. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential/ Desirable
1. Knowledge of Social Care and Direct Payment legislation, guidance and practice relevant to service users and carers.	E
2. Knowledge of Care Act 2014 and Children's Act 1989 and associated regulations and good working knowledge of Safeguarding for Adults and Children.	E
3. Previous experience of working in financial administration.	E
4. Previous experience of administering Direct Payment.	D
5. Ability to provide advice on value for money options.	E
6. Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines. Ability to prioritise, be flexible and arrange workloads to set targets.	E
7. Ability to write letters, memos.	E
8. Ability to communicate clearly with vulnerable people and tactfully with members of the public, staff and external agencies.	E
9. Ability to maintain confidentiality.	E

Dimensions & Main Contacts
<p><u>Dimensions:</u></p> <ol style="list-style-type: none"> 1. To coordinate and implement Direct Payments and auditing of client accounts to ensure effective use of Council funds by clients receiving Direct Payments. 2. Will need to ensure Council expenditure is aligned to VfM principles, securing best value for clients and the Council. 3. Provide budgetary expenditure as appropriate. <p><u>Main Contacts:</u></p>

4. Adult Services 5. CYPS 6. Corporate Finance Team 7. Mosaic/SAP Team 8. Commissioning Team 9. Performance Team 10. Regulatory organisations – Ofsted and CQC
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Organisational Structure
Please provide organisation structure chart below or as a separate attachment.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
None				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis. If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	80%	Use of a computer.	Yes	80%
Audio typing.	Yes	10%	Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	Yes	20%	Working in confined spaces.	No	

Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Regular and repetitive movements.	Yes	80%	Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	Yes	80%
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
To coordinate and implement the review and auditing of client accounts to ensure effective use of Council funds by clients receiving Direct Payments.
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

To assist in the development and maintenance of a date base of resources ensuring that information is accurate, current and meets the needs of the service. To use this information to advice social workers/Team Managers in relation to purchasing care packages.

- Mosaic
- SAP
- Dynamic Purchasing System

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

No