

Job Description

Position Details

Position:	Direct Payments Officer
Directorate:	Adults and Communities
Service:	Adult Services
Position no:	BG18060
Grade:	6
Hours of work:	37
Work style:	Agile Worker
DBS required:	Enhanced Disclosure with Child and Adult Barred List
Contact:	Andrea James, Manager – Direct Payments and Complaints telephone number 01495 369623
Date:	13.8.25

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Andrea James, Manager – Direct Payments and Complaints

Responsible for: Providing advice, support and guidance to work colleagues, citizens and outside agencies within Children and Adults Services, in respect of the Direct Payments Scheme and Social Services Complaints

Principal Accountabilities

1. Deal with general enquires from members of the public in respect of Direct Payments.
2. Deal with enquiries from Individuals/Carers and/or family members in respect of Direct Payments
3. Deal with enquiries from Personal Assistants in respect of Direct Payments
4. Liaise with payroll providers and employment insurance providers to ensure processes have been adhered to and that a consistent approach is maintained.
5. Provide advise, support and guidance to Individuals/Carers and work colleagues across the department.
6. Liaise with Service Users and Care Management to ensure that processes have been adhered to and that a consistent approach is maintained throughout the department
7. Process Direct Payments referrals allocated by the Manager from across the relevant social care teams in line with the Direct Payments Guidance and Procedures Policy
8. Provide advice to Individuals and Carers in respect of them directly employing their own personal assistants which will include (this is not an exhaustive list) :-
 - Maintaining a Personal Assistant Register
 - Forwarding Registration Forms to Individuals/Carers

- Assisting in writing job adverts, if required.
 - Making sure employment contracts are issued on time
 - Completing payroll forms and liaise with payroll providers on behalf of the Individual/Carer
 - Ensuring that employment insurance is in place
 - Ensuring that Enhanced DBS' are in place
 - Assisting Individuals with interviewing applicants
 - Ensuring that all other relevant paperwork is completed, on time.
9. Visit Individuals at home, when appropriate.
 10. Liaise with the finance department to discuss any financial related matters, such as payments to Individuals and or fairer charging.
 11. Arrange training for personal assistants, where appropriate and liaise with the Workforce Development Team
 12. Assist the Manager in dealing with enquires from members of the public in respect of social services complaints
 13. Assist Team Manager to facilitate the handling of Adults and Children Services complaints
 14. Ensure that every complainant receives a positive experience on every contact by relating to people at all levels in an empathetic manner and being resilient and remaining calm under pressure
 15. Establish and develop good working relationships with complainants providing them with clear advice and support and confirming if their complaint can or cannot be considered in line with the social services and Well-being (Wales) Act 2014 and sign post them, if appropriate.
 16. Communicate at a high level both verbally and in writing and have a high level of accuracy and attention to detail.
 17. Establish and develop good working relationships with Service Managers/Team Managers across the department
 18. Record complaints information for performance data
 19. Keep up to date with relevant legislation
 20. Maintain confidentiality at all times.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Educated to NVQ Level 3 or A level standard, or an equivalent standard/professional qualification in social care or business management.	E	A
Experience		
Previous experience in Health and/ or Social Care	E	A
Experience of working with other agencies/partners to meet the needs of citizens	E	A
Knowledge / Skills		
Knowledge and understanding of relevant legislation for health and social care	E	I
Understanding of adult service users / carers needs and vulnerable people	E	A and I
Experience of working with a wide range of groups and organizations.	E	A and I
Ability to extract and assimilate relevant information in a sensitive manner in order to make decisions and provide the correct advice and information	E	I
Personal Attributes		
Clear verbal and written communication skills	E	I
Strong interpersonal skills	E	I
Excellent recording skills including the use of ICT within the work place (i.e. Microsoft Office, WCCIS, Outlook etc.)	E	A
Ability to work under pressure, including the ability to meet tight deadlines	E	I
Able to work independently and on own initiative	E	I
Demonstrate anti-discriminatory practice in work, including commitment to achieving positive outcomes for individuals and carers	E	PP
Be willing to continue professional development	E	PP
Special Working Conditions / Requirements		
Current driving licence and access to a vehicle for work purposes	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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