

JOB DESCRIPTION

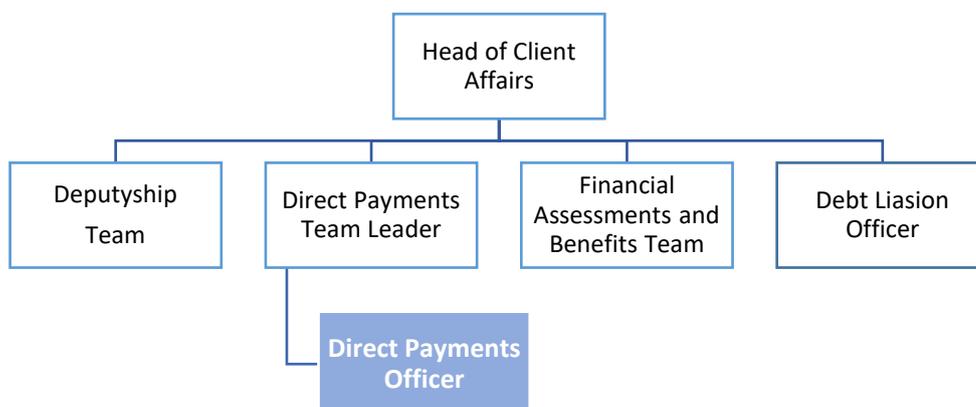
Job Title:	Direct Payments Officer		
Directorate:	People	Salary:	FTE £30,024 - £35,412 plus £729 London Weighting Pro-rata for 18.5 hours p/w: £15,012 - £17,706 plus £365 London Weighting
Section:	Client Affairs	Grade:	BG-H SCP 15 - 24
Location:	Time Square	Work Style:	Hybrid

Key Objectives of the role

- Working with social care teams to establish direct payments for residents of Bracknell Forest.
- Managing and administering direct payment accounts, audits and Bracknell's systems and databases related to the service.
- Supporting finance colleagues with payments and reconciliations.
- Management of Instant Issue cards.
- Information and signposting to direct payment clients and professionals.

Designation of post and position within departmental structure

- Reports to: Direct Payments Team Leader
- Works closely with: Financial Assessments and Benefits Team, Accounts Payable (Adult Social Care Finance), Adult and Children's frontline Social Care Teams



Daily and monthly responsibilities

- Partnership working to support direct payments, including liaising with frontline social care teams (adult and children's) in setting up and the oversight of direct payment schemes directly with Bracknell residents.
- Liaising with the finance teams and financial assessments teams, ensuring payments for the scheme (outbound and income) are calculated correctly and timely. Supporting with queries on invoicing, related to direct payment operations.
- Working on cases day-to-day including complex and sensitive issues relating to care needs of adults or children in Bracknell.
- Communicating clearly with residents and colleagues in Bracknell, ensuring service delivery is of the highest quality.
- Providing information, advice and guidance to our direct payment clients, including financial management, contributions to care, employment practices and appropriate care arrangements.

Scope of role

- There is no direct budgetary responsibility for this role, however the Direct Payments Officer is expected to have a net positive impact by preventing debts related to Adult Social Care contributions for eligible clients on direct payment schemes. Also undertaking duties to support in recovery of outstanding debts where possible (working closely with our Debt Liaison Officer and finance colleagues where appropriate).
- Through regular contact with residents, internal and external stakeholders on behalf of Bracknell Forest Council, the role has an impact on the reputation of the council. Therefore, a friendly, adaptable and quality customer service approach to this role is essential.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	GCSE or equivalent in Maths and English Proficient in Microsoft Office, particularly Excel and Outlook	ECDL GDPR
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding vulnerable adults, their families, and promoting their welfare. Knowledge of Direct Payments and the Council's obligation to provide these under the Care Act 2014.	Knowledge or experience of Adult Social Care policies, procedures and systems. An understanding of the Care Act 2014, and/or experience of working with vulnerable adults/carers. Experience of working in a large and complex organisation. Good working knowledge of ContrOCC, Agresso, Mosaic and LAS. Understanding of employment responsibilities (personal assistants via a Direct Payment).
Work-related Personal Requirements	Self-motivated with the ability to work on own initiative. Organised with an accurate approach to work and an eye for detail. Commitment to high quality customer care and service delivery.	An understanding and appreciate of the Data Protection Act and UK GDPR regulations. Fraud and financial risk training or knowledge.
Other Work Requirements	A satisfactory enhanced Disclosure and Barring Service check. The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time. This post is exempt from the Rehabilitation of Offenders Act 1974. The knowledge or appetite for awareness of current policies, legislation and developments	

	involving local government, with a focus on care and financial regulations.
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

