

Job Profile

Job Title: Direct Payments Officer
Job Grade: Level 3 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're also home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

This is a great opportunity to work with teams across Adult Social Care (ASC) to ensure that people draw on direct payments effectively and safely, with a focus on what matters to them, to meet the ambitions of Supporting People Connecting Communities, our plan for living and ageing well in Camden.

The Direct Payments service plays a key and significant role in ensuring that Camden Adult Social Care continue to provide high quality support to our residents, enabling them to live safe, healthy and independent lives.

About the role

Direct Payments gives people who draw on social care choice and control over the care and support they receive. The Direct Payments Officer is responsible for setting up, paying and monitoring how Direct Payments are used in Adult Social Care so that both individuals and public funds are safeguarded. They also liaise with individuals drawing on social care, frontline social care services and other stakeholders to resolve issues and provide information and advice.

Key roles and responsibilities:

- Work with social care workers and managers, support services and other professionals to ensure that Direct Payments are set up correctly
- Process monthly and ad hoc payments to people who draw on Direct Payment and their representatives to ensure they receive the right funds at the right time
- Monitor how people use their Direct Payment to safeguard both individuals and public funds
- Provide a source of expertise, support and challenge by working in partnership with social care workers and other professionals to resolve case specific issues
- Support colleagues to investigate any causes for concern flagged through monitoring
- Reclaim unused and misused Direct Payment funds from customers and their representatives
- Provide expertise and information to colleagues at all levels in order to support the continual improvement of Direct Payments at Camden

About you

You will be someone who can develop and promote the effective use of deputy and appointeeships and contribute to the presentation of reports to managers and staff to ensure that performance is appropriately measured against key performance indicators, targets and standards.

Technical knowledge:

- Knowledge of Direct Payments legislation, guidance and best practice
- Ability to analyse and interpret information such as bank statements and financial spreadsheets and use judgement to make recommendations for improvements
- Good interpersonal skills including the confidence to be a credible advisor to managers and stakeholders
- Experience of working with financial systems and maintaining procedures.
- To have experience of and commitment to working in a customer focused environment ensuring high quality standards are implemented and reviewed as necessary
- Knowledge of case management systems, preferably Mosaic
- Knowledge of key legislation and policies for ASC including the Care Act 2014, Safeguarding Adults

Experience requirements:

- Working collaboratively with a range of stakeholders including residents and senior leadership
- Background of working in Adult Social Care
- Evidenced financial skills and accounting for public funds; high level of numeracy, working accurately demonstrating attention to detail

Work Environment:

The post holder is required to:

- Work flexibly, as per the council's agile working policy.
- Be based in 5 Pancras Square, but is also expected to travel to various locations in which services are located.
- Attend meetings with key stakeholders at other premises or other council offices.

People Management Responsibilities:

Not applicable



Relationships:

- You will report to the Direct Payments Manager
- You will build collaborative relationships with staff across Adult Social Care and support services
- You will work collaboratively with residents, practitioners and managers

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG