

DIRECT PAYMENTS OFFICER

Salary Range: £37,716 - £42,392

Grade: Level 3 Zone 1

Location: 5 Pancras Square, London N1C 4G

Reports to: Liisa Smith



About the role

The Direct Payment Officer is responsible for setting up, paying and monitoring how Direct Payments are used in Adult Social Care so that both customers and public funds are safeguarded. They also liaise with customers, care management and other stakeholders to resolve issues and provide information and advice. The role includes working with care managers, support services and other professionals to ensure that Direct Payments are set up correctly, as well as processing monthly and ad hoc payments to Direct Payment customers and their representatives to ensure they receive the right funds at the right time. A significant part of the Direct Payment Officer role is to monitor how customers use their Direct Payments to safeguard both customers and public funds, and to provide a source of expertise, support and challenge by working in partnership with care managers and other professionals to resolve case specific issues and investigate any causes for concern flagged through monitoring.

The role includes dealing with enquiries received by phone, fax, e-mail and mail, from people receiving direct payments, their carers, practitioners, managers and other third party organisations, concerning all aspects of individual direct payments administrative activity, including databases and payments systems. The post holder will be expected to deliver a high standard of customer care; contacting people who receive Direct Payments, maintain good networks both internally and externally; manage a varying workload, handling changing or conflicting priorities as a result; and to keep the Team and Service Manager updated about emerging issues regarding care provision / data / finance.

The things you'll achieve

The role is responsible for building and maintaining positive working relationships in order to influence and negotiate across a full range of internal and external stakeholders, including social workers and practitioners; professionals in other departments; residents, carers, families and advocates of people receiving a direct payment; voluntary and community sector external support services; and external providers including payroll companies, insurance suppliers and prepaid card providers.

You will develop strong customer service, communication and financial skills, be involved in ad-hoc projects to improve service delivery, and work alongside a very busy team in a fast-moving and often challenging environment. You may also gain some supervisory experience whilst mentoring colleagues within the team. Above all, you will make a real difference in the lives of Camden residents and other stakeholders.

Previous post-holders have gone on to progress to supervisory posts as senior officers, or secured graduate apprentice roles as trainee social workers.

About you

Experience

- 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.
- Experience of and commitment to working in a customer focused environment ensuring high quality standards are implemented and reviewed as necessary
- Knowledge of client based information systems, preferably Frameworki/Mosaic

You have

You are a good communicator and are able to liaise with the general public as well as internal and external colleagues at different level, both verbally and in writing.

You have solid IT and administration skills, and have experience in working with different systems and databases.

You possess great attention to detail and are able to analyse financial reports and statements.

You work well in a team and are resilient to support your colleagues in busy periods and under pressure.

Other important information...

People management

None.

Work environment

This role is based at 5 Pancras Square, London N1C 4G, although your time will be split between office (a minimum of 2 days per week) and home working. The post holder may be asked to attend joint home visits with social care practitioners on an ad-hoc basis.

Who you will be working with

You will join a team of three other Direct Payments Officers and one Direct Payment Assistant, and report to Liisa Smith, Direct Payments Manager. You will also work closely with social workers, our external support services provider, a range of insurers and payroll providers and Camden Carers' Centre.

The application process

The application process will consist of a written test to assess your written communication and financial skills, and an interview with the Direct Payments Manager and another colleague from Adult Social Care.

Who we are

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

