

Job Profile Information: Direct Payments Officer

This supplementary information for *Direct Payments Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Direct Payments give social care customers with 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 customers and public funds are safeguarded. They also liaise with customers, care management and other stakeholders to resolve issues and provide information and advice

Example outcomes or objectives that this role will deliver:

- Work with care managers, support services and other professionals to ensure that Direct Payments are set up correctly
- Process monthly and ad hoc payments to Direct Payment customers and their representatives to ensure they receive the right funds at the right time
- Monitor how customers use their Direct Payments to safeguard both customers and public funds
- Provide a source of expertise, support and challenge by working in partnership with care managers 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

People Management Responsibilities:

N/A

Relationships;

This role works very closely not only with colleagues within the Direct Payments Team, but also with a wide range of internal and external stakeholders at all levels. These include:

- Social workers and care managers, including Health colleagues
- Professionals in other teams/departments such as Legal Services, Complaints, Internal Audit, Housing, Credit Control, Awards and Contributions,
- Procurement, Commissioning, and Children Schools and Families.
- Customers
- Carers, families and advocates of customers
- External support services
- Payroll companies/insurance suppliers

Work Environment:

- The role is office based but involves significant liaison with colleagues who may be based at other sites; this may require the post-holder to travel to other London based offices on occasion.
- The role is required to be responsive, flexible and adapt to changing/conflicting priorities in order to meet the requirements of the job.
- The role is required to offer a consistent, high quality service which may require working beyond normal office hours as appropriate

Technical Knowledge and 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.
- 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 client based information systems, preferably Frameworki/Mosaic

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>