

Job Profile Information: Direct Payments Assistant

This supplementary information for Direct Payments Assistant is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care at Level 2 Zone 2

Camden Way 2

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 provide residents in receipt of social care services with choice and control over the care and support they receive, and are a priority area for Camden Council, in line with the Council's strategic plan *Supporting people; connecting communities*. Direct Payments are used both in adult social care and the mental health trust, currently for around 750 residents, although we expect this to grow considerably.

The Direct Payment Assistant is responsible for providing administrative support to the Adult Social Care Direct Payments Team, providing assistance to the monitoring officers and Direct Payments manager in ensuring the day to day running of direct payments

Example outcomes or objectives that this role will deliver:

- To provide administrative assistance to the Direct Payment team, providing support to Direct Payments Officers and Manager as required.
- To progress enquiries received by phone, fax, e-mail and mail, from people receiving direct payments, their carers, practitioners, managers and others, concerning all aspects of individual direct payments administrative activity, including databases and payments systems.
- To direct the circulation of information to staff and people receiving a direct payment about Direct Payments. To prepare correspondence as required.
- To ensure that case files are created and maintained in accordance with General Data Protection Regulations,
- To take lead responsibility for processing carers' payments ensuring they are paid in a timely fashion, including sending and processing paperwork and dealing with queries.
- To manage the administrative support required for the effective organisation of meetings, including booking venues, taking and distributing minutes.
- To contribute to development of team guidance and procedures.
- To set up insurance and advert costs on the system to support initial set up of direct payments.

People Management Responsibilities:

None

Relationships:

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 , including Health colleagues and colleagues in the Trust
- Professionals in other departments such as Awards and Contributions and Finance
- Residents
- Carers, families and advocates of people receiving a direct payment
- Voluntary and community sector external support services
- External providers including payroll companies, insurance suppliers and prepaid card providers.

Work Environment:

The post holder will be expected to:

- Deliver a high standard of customer care; contacting people who receive Direct Payments via telephone, email, post as well as home visits where appropriate.
- Maintain good networks both internally and externally
- Manage a varying workload, handling changing or conflicting priorities as a result
- Keep the Team and Service Manager updated about emerging issues regarding care provision / data / finance
- Work in a demanding and time pressured environment

Technical Knowledge and Experience:

- Knowledge of Direct Payments legislation, guidance and best practice
- Knowledge of local government financial regulations and structures
- Knowledge of relevant health and social care legislation and regulatory framework including the Care Act and how it relates to direct payments both directly and indirectly.
- Knowledge of Adult Social Care, and requirements for practitioners.
- Knowledge of data protection, information governance and GDPR where relevant
- IT literate and able to work with different systems and databases.
- Strong administration skills
- Evidenced financial skills and accounting for public funds; high level of numeracy, working accurately demonstrating attention to detail
- Good communication, influencing and negotiation skills working with different stakeholders
- Ability to exercise judgement and expertise
- Ability to work with people who receive Direct Payments, and their representatives, fairly and sensitively
- Ability to identify and manage risk, both to the council and people who receive services

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 by clicking [HERE](#)

Structure Chart

