

<b>Directorate:</b>	<b>Adults Social Care and Health</b>
<b>Unit/Section:</b>	<b>Business Delivery Unit/ Direct Payments team</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Senior Direct Payment Assistant</b>

### **Purpose of the Job:**

Provide office support, to ensure that direct payments are effectively processed and monitored across the County. Provide advice and guidance acting as the main contact point for direct payments, covering the adult social care systems, direct payment helpline and email inbox. Support the direct payments team and carry out duties as required by the office senior assistant.

### **Main duties and responsibilities:**

- Set up Direct Payments as requested by Case Management teams.
- Complete direct payment monitoring reviews to check that the person has used the direct payment in line with their care and support plan. Reporting any irregularities to the senior direct payment assistant, internal audit and budget holder. Where required request surplus direct payments to be repaid to KCC.
- Support direct payment support workers and clients with PA service. This will involve setting up job adverts, sending out application forms, sending out information packs, monitoring responses and collating for the client and Direct Payment Support Worker.
- Provide day to day administrative support to the team. This will include recording and collating information and monitoring progress of individual cases.
- Provide information and signposting to people via telephone, email and post who are exploring direct payments and employment of PAs.
- Work with case managers, direct payment support workers and finance to ensure that direct payments are made within agreed timescales.
- Act as the contact point for direct payments and the PA service. This will require troubleshooting, providing information and signposting to relevant services.
- Provide information and guidance, acting as the contact point for the Kent Card. Set up Kent Cards, liaise with the Kent Card provider and provide telephone support to cardholders.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: *Direct Payment Assistant*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Maths and English GCSE grade A-C or relevant qualification</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Previous experience of working in an administration role</li> <li>Customer service experience</li> <li>Experience of maintaining computerised records</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent communication skills</li> <li>The ability to converse at ease with the public, answer questions and provide advice</li> <li>Excellent organisational skills and ability to multitask</li> <li>Excellent computer skills and the ability to use excel spread sheets</li> <li>Demonstrates attention to detail and high levels of accuracy</li> <li>Ability to problem solve and investigate queries</li> <li>Ability to prioritise work</li> <li>Good numeracy skills</li> <li>Commitment to equalities and the promotion of diversity in all aspects of working</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Awareness of Data Protection and confidentiality issues</li> <li>Awareness of Adult Social Services policies and procedures</li> <li>Awareness of personalisation and direct payments for vulnerable adults</li> <li>Awareness of the needs of vulnerable adults</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate,</p>

	<p>understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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