

## Kent County Council

### Job Description: *Direct Payment Support Worker*

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**Directorate:** Adult Social Care and Health

**Division:** Commissioning

**Location:** West Kent

**Grade:** KSF

**Responsible to:** Senior Direct Payment Officer

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

To manage a case load, and provide ongoing support, advice and guidance to people who chose to meet their care and support needs through a Direct Payment. This will include managing complex cases, working alongside practitioners, audit, finance and KCC fraud office, as well as external companies and voluntary organisations. The main focus of the work will be providing employment advice and support.

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

- Manage a case load of people who have a Direct Payment and choose to employ their own staff to deliver care needs identified in the care and support plan.
- Manage a range of complex cases, working jointly with practitioners as necessary. Seeking advice and support from the Senior Direct Payment Officer if necessary. Work within legislation; keep up to date KCC policy and legislation related to Direct Payments.
- Support people or nominated person; to manage their Direct Payments ensuing they have choice, control and independence in doing this.
- Ensure individuals understand their responsibilities as an employer and support as appropriate employment tribunals. Interpret information, as required and necessary from insurance and payroll etc.
- Work in partnership with the people we support, nominated person, practitioners and health colleagues in the transfer of cases under Continuing Health Care and a smooth transition from adults to children's services providing coaching and information as required.

- Work in partnership with local organisations, such as voluntary organisations and district partnership groups, to provide information and learning on Direct Payments.
- Deliver targets of Direct Payment Financial Monitoring, ensure monies are re-claimed as appropriate, records are up to date. Provide advice, and report to practitioners any concerns or issues.
- Ensure contact sheets and client systems are up to date. Record all decisions and actions taken.
- Take part in KCC or National projects related to Direct Payments as required.

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.

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## Person Specification: *Direct Payment Support Worker*

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  |
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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"><li>• Maths and English GCSE or equivalent.</li><li>• First level qualification</li></ul>   |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"><li>• Previous experience of working with vulnerable adults or have Personal experience of supporting a person with an impairment.</li><li>• Experience of HR or finance</li><li>• Experience of working in a multi-agency environment.</li></ul>   |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"><li>• Excellent interpersonal skills.</li><li>• Ability to work with a range of different people, managing calmly complex and challenging situations.</li><li>• Ability to actively listen.</li><li>• Ability to prioritise workload, work alone and as part of a team.</li><li>• Ability to work with a range of professionals and organisations.</li><li>• Excellent numeracy and investigation skills.</li><li>• Ability to interpret information in a way that people can understand.</li><li>• IT skills ensuring that data is up to date and accurate.</li><li>• Ability to write accurate records.</li><li>• Ability to travel across Kent.</li><li>• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement.</li></ul> |
| <b>KNOWLEDGE</b>            | <ul style="list-style-type: none"><li>• Knowledge of The Care Act and other legislation, policies and National initiatives relating to Direct Payments.</li><li>• Understanding of employment law in relation to employing staff.</li><li>• Knowledge of the needs of vulnerable adults.</li><li>• Knowledge of Safeguarding.</li><li>• Knowledge of Mental Capacity Act.</li><li>• Understanding of positive risk taking.</li><li>• Awareness of data protection and confidentiality issues.</li><li>• Awareness of legislation relating to Equal Opportunities and KCC equality and diversity policies, procedures and legislation.</li></ul>   |

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| <b>KENT VALUES<br/>AND CULTURAL<br/>ATTRIBUTES</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, 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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