



Job Description

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St. Helens Council

Post:	Direct Payments Advisor
Post Number:	
Department:	People's Services
Grade:	SCP 22 - 25
Responsible to	Team Manager – Direct Payments & FEEE

Purpose of the Post:

To provide support and advice to Direct Payment service users with all aspects of managing a direct payment.

Duties and Responsibilities:

1. Provide advice and guidance to people who choose to receive direct payments on budgeting, procedures and appropriate record keeping
2. Provide advice on employment legislation, tax and national insurance responsibilities, keeping up to date and well informed of Payroll and Inland Revenue legislation
3. Follow procedures in setting up and monitoring Direct Payments ensuring service users are fully informed and accept/understand their responsibilities
4. Deal with issues identified during the audit process effectively and efficiently and when appropriate investigate further liaising with Care Managers and service users to give appropriate recommendations
5. Prioritise own workload and work to pre-determined deadlines.
6. In accordance with service standards respond to general enquiries, both verbal and/or in writing from a wide range of contacts.
7. Liaise with a wide variety of internal and external agencies.
8. Responsible for updating information systems in relation to direct payments and keeping accurate and up to date contact records
9. To participate in the Care Management review process when required

10. To assist when required with the closure of service users direct payment account promptly and effectively
11. To liaise with care management/safeguarding regarding any concerns with service users in accordance with St Helens Multi-Agency Safeguarding Adults Policy, Procedures and Good Practice Guidance.
12. To assist and participate in safeguarding investigations when required
13. To assist in training and induction of new staff members.
14. Deal courteously with service users and be responsive to their needs for information.
15. Maintain electronic diary booking system.
16. Monitor direct payment referrals against the support plan ensuring it is in accordance with the direct payments policy and liaise with care management regarding any queries

To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.

To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.

To comply with the Council's Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy).

To comply with the Council's Code of Conduct a fundamental aspect of which are "the Seven Principles of Public Life", and to conduct oneself with the highest standards of conduct that they require.

This post is subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989.

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the postholder/s at the appropriate time.

Date Prepared: August 2018