

# Job Profile

## Direct Payment (DP) Specialist

Grade: 7

Date created: 14.05.2015

Date updated: 23.10.2023

### About the Job

The post holder will be a member of the Adult Support Services financial services department Team. The post holder will use their expert understanding of Direct Payments to coach and guide colleagues in the team to ensure that they are all comfortable with using Direct Payments in the creation of support plans. They will have personal responsibility for Vulnerable Adults with the most complex Direct Payments across all user groups and will work with others to ensure that all Direct Payments are used lawfully and reviewed regularly. The post holder will be required to act as an ambassador and will be comfortable meeting with teams of other professionals and with community groups to promote Direct Payments.

### This is what we need you to do...

- Provide coaching and guidance on the use of Direct Payments to all Social Workers to enable them to increase the numbers of people using DP's.
- Provide expert advice on the management of complex DP's and liaise with GCC's legal team when necessary to ensure that DPs are being operated lawfully.
- Take personal responsibility for the ongoing monitoring and review of the most complex DP's ensuring that there is a robust plan in place to identify and manage any known risks either to the Service User or to GCC.
- Oversee the approval of 'Authorised Persons' (when a Vulnerable Adults judged to lack capacity to manage the account personally) ensuring that the decision making is clearly evidenced.
- Under the supervision of the Direct Payments Team Manager, Oversee the REMOVAL of Direct Payments from Vulnerable Adults or 'Authorised Persons' when there are reasons to believe that they are not being operated lawfully, ensuring that the decision making is clearly evidenced.
- Undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of the post.
- Undertaking those duties which support the achievement of the County Council's Equal Opportunities objectives with reference to the targets/positive actions included in the Annual Positive Action Plan and aspects of service delivery. The duties described above must be carried out in a manner which promotes equality of opportunity, dignity and due respect for vulnerable adults, and fellow employees of the Council.
- Undertake administration necessary for effective job performance and maintain timely, accurate and effective records, computerised, in accordance with Departmental policy. Also to ensure adherence to existing and new arrangements for data requirements and understand its importance in service delivery and performance management.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

- With a focus on approximately a third of the county, act as a DP Ambassador by establishing relationships with Integrated Community Teams and Community Groups and regularly arranging and delivering events to promote awareness of Direct Payments.
- Under the guidance of the Direct Payments Team Manager work with the (to be established) Direct Payment Users Forum to ensure that there are regular opportunities for consultation and feedback.
- Work in partnership with approved Direct Payment Support Providers and collate feedback from DP users to inform GCC's future commissioning of the service.
- Make appointments and travel arrangements to carry out appointments with vulnerable adults and other relevant parties as necessary (this will include use of own transport).
- Ensure that all work is in support of the Department's stated objectives and core business and refer to the Team Manager or designated person, any commissioning which commits GCC to expenditure.
- The post holder is required to maintain the high level of confidentiality that is required in relation to service users/carers and families and ensure sufficient security of such information in carrying out the duties of the post.

### **Special Conditions**

- This position is subject to a Disclosure and Barring Service (DBS) check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

## The ideal candidate will have...

### Experience

- Experience of working in a financial environment, for example monitoring complex Direct Payments with a range of different Social Care groups
- Experience of applying legislation in practice, desirably Adult Social Care legislation around direct payments
- Experience of working with members of the public and other professionals, including utilising a variety of communication approaches
- Experience of coaching/mentoring others or of offering advice and guidance to others
- Experience of managing multiple competing work demands

### Knowledge, Skills and Understanding

- Problem-solving skills
- Knowledge of Person-Centred tools and techniques
- Excellent negotiating and interpersonal skills
- Good decision-making skills
- Good oral/written & numeracy skills
- The ability to use various IT packages
- An understanding of confidentiality and experience of applying data protection and GDPR principles
- Knowledge and understanding of risk management
- Knowledge/understanding of Direct Payments policies and procedures and legislation
- Safeguarding adults' knowledge

### Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours
- Person centred
- Creative and innovative
- Listening tools and techniques utilised to establish suitable outcomes
- Flexible and adaptable
- Self-motivated
- Pragmatic & resilient
- Have financial acumen to achieve suitable solutions within a pre-set budget
- Commitment to equal opportunities

### Education & Qualifications

- Educated to GCSE level in Math and English to Grade C or above (or equivalent)
- NVQ 4 or equivalent experience (as outlined in the job description)

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.