# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Direct Payment Assistant

# Department: Adult Social Care and Health

# Grade: [Single Status 5](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Team Leader Direct Payment Team

# Purpose of the Role:

The provide support to people that choose to arrange their own support via a direct payment In line with the [Care Act.](https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted) We work closely with the community teams across ESCC and cover a telephone helpline, answering questions to internal teams and members of the public.

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 payment team and carry out duties as required by the team leader.

This is an entry level role that would give a good foundation knowledge for anyone looking to pursue a career within the department.

# Key tasks:

1. Set up direct payments as requested by care management teams.
2. Complete direct payment monitoring reviews to check the person has used the direct payment in line with their care and support plan. Reporting any irregularities to the team leader.
3. Provide information and signposting to clients or their representatives people via telephone, email and post who are exploring direct payments.
4. Support County Council staff and partner agencies on services provided by the department
5. Provide day to day administrative support to the team. This will include maintaining, recording and collating accurate information and monitoring progress on individual cases.
6. Support with payment of clients, provider invoices in a timely manner.
7. Participate in team meetings, supervision, appraisal and training as required.

# PERSON SPECIFICATION

# Essential education and qualifications

* [QCF level 2](https://www.accreditedqualifications.org.uk/qualifications-and-credit-framework-qcf.html) in Maths and English or able to pass competency assessment as part of the selection process

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to record proficiently whilst gathering information via the telephone.
* Ability to maintain accurate records of all interactions regarding clients and work electronically.
* Ability to make decisions as required within the remit of the role and refer complex cases requiring decisions.
* Practical problem-solving skills.
* Ability to manage own workload and prioritise work.
* Ability to work under own initiative with a high degree of accuracy.
* Ability to manage constant and conflicting demands, often to meet tight deadlines.
* Ability to work constructively with colleagues, both internal and external and as part of a team.
* Working knowledge of Microsoft Office, in particular Outlook, Excel & Word.
* Dealing with customers with a variety of needs and vulnerabilities.
* Managing a workload with deadlines
* Experience of inbound and outbound telephone handling.
* Experience of using database packages

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |