

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Independent Living Payment Coordinator	JEID	L0431 (new JEID)
Salary Grade:	F		
Team:	Independent Living Team		
Service Area:	Social Care and Support		
Primary Location:	County wide based at various Council locations		
Political Restriction	This position is not politically restricted.		
Responsible to:	Manager Independent Living Team		
Responsible for:	N/A		

Role Purpose

To work co-operatively as a member of the Independent Living Team to provide the centralised administration and financial calculations for direct payments and other forms of self-directed payment.

To include signposting to the relevant guidance, processing referrals to the external support services and undertaking the administration of the payments on behalf of Social Care and Support teams.

To offer guidance, support and signposting to Social Care and Support and CWDT customers and partners on direct payments policy and guidance.

Role Responsibilities

1. To be responsible for a range of complex finance payment duties relating to Direct Payments ,Individual Service Funds and Shared Lives payments . This includes checking calculations, loading payments and processing invoices on Mosaic.
2. To act as the central Direct Payments administrative support to Social Care and Support operational Teams. This will include using a variety of computer software packages for producing Direct Payment Agreements, letters, memos, and reports.
3. To be able to deal with complex telephone queries, take messages accurately and signpost where required.
4. To be responsible for maintaining accurate records, reports and other documentation to relevant filing systems including electronic filing of correspondence.
5. To be responsible for accurate recording on electronic customer records and direct payment financial excel spreadsheet.
6. To be responsible for supporting computerised information systems, including data validation.
7. To ensure that Health and Safety responsibilities are carried out in accordance with the Department's Health and Safety Policy and procedures.
8. This post could involve travelling across Warwickshire therefore must have the ability to be mobile but, currently working from home.
9. To undertake any other duties within the scale of the role that the County Council shall from time to time require.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Experience or willingness to learn complex financial systems and be able to undertake financial calculations, tasks and process this information	T, A, I,
Be able to operate a range of efficient administration systems and procedures that support the operation of this service area.	A, T
An ability to use own initiative and prioritise workloads in a busy environment working to deadlines. Proven ability in contribution to a Team environment.	A, I, T
An ability to accurately record, maintain, store, gather information and provide management with required data as requested in a timely manner	A, I, T
A Professional attitude and commitment to providing a high standard of customer service. With a proven ability to communicate in a variety of ways with members of the public, internal; partners and external organisations to be able to resolve issues relating to wide range of personal budget and direct payment related enquires	A, I

A high level of keyboard/word processing skills and a sound knowledge of computer systems and packages including Word and Excel.	A, T
Good numeracy and literacy skills, GCSE grade C or above in English and Maths or equivalent	A, T, D
Commitment to own development with willingness and ability to attend training sessions and meetings as required. Especially in relation to direct payments and other forms of self-directed support	A, I
A commitment to anti-discriminatory practices in employment, training and service delivery. All members of staff must take personal responsibility for implementing the Department's Race Equality strategy.	A, I
To ensure that health and safety responsibilities are carried out in accordance with the Department's Health and Safety policy and procedures.	A, I
To respect and maintain confidentiality of information	A, I

Desirable Criteria

Assessed By:

Basic awareness of direct payments and self-directed support	A, I
A sound knowledge of Mosaic client database system and the Councils financial system Agresso.	A, I
Prior experience of calculating and paying Direct Payments	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job		
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description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.		
Provision of personal care on a regular basis		Driving HGV or LGV for work
Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects		Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
Working at height/ using ladders on a regular/ repetitive basis		Restricted postural change – prolonged sitting
Lone working on a regular basis		Restricted postural change – prolonged standing
Night work		Regular/repetitive bending/ squatting/ kneeling/crouching
Rotating shift work		Manual cleaning/ domestic duties
Working on/ or near a road		Regular work outdoors

Significant use of computers (display screen equipment)		Work with vulnerable children or vulnerable adults
Undertaking repetitive tasks		Working with challenging behaviours
Continual telephone use (call centres)		Regular work with skin irritants/ allergens
Work requiring hearing protection (exposure to noise above action levels)		Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
Work requiring respirators or masks		Work with vibrating tools/ machinery
Work involving food handling		Work with waste, refuse
Potential exposure to blood or bodily fluids		Face-to-face contact with members of the public
Other (please specify):		