

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 Officer	JEID	L0388
Salary Grade:	Scale H		
Team:	Independent Living Team		
Service Area:	Social Care & Support (adults) and Integrated Disability Service (children's)		
Primary Location:	Flexible county wide post Primarily based at either Saltisford, Kings House or Atherstone, currently work from home		
Political Restriction	This position is not politically restricted		
Responsible to:	Independent Living Team Manager		
Responsible for:	N/A		

Role Purpose

The Council are committed to promoting and increasing the take up of Direct Payments across all customer groups.

The Independent Living Team act as leaders and ambassadors for Direct Payments, promoting choice and control based on legislation. The team support the development of specialised knowledge and professional skills to empower customers to make informed choices, whilst maintaining cost effective solutions.

The team act as the central point of contact and provide an effective interface with social care teams direct payment customers and external direct payment support services. Advising on and providing cross cutting complex information, guidance and support within this specialised area of legislation.

The Independent Officer role will provide support for the successful delivery of direct payments by advising on direct payments legislation and other complex areas of cross cutting legislation and regulations, with a view to supporting customers to determine how they meet agreed outcomes and micro commission their support, using value for money decision making to secure the preferred support.

The role will undertake direct payment support planning, undertake direct payments reviews and where required brokerage functions for people who require none employment related

support. Supporting customers to get back on track and work through challenging complex queries, providing solutions and options to the managers, practitioners, money management, customers and carers to make informed decisions.

The role will identify research and raise the profile of the direct payments on behalf of the People group and enhance market intelligence and information management processes to support the development of the scheme for the Council.

Role Responsibilities

- To manage a case load from referral to commencement of support by acting as a point of contact for the customer/ practitioner from referral until all arrangements are satisfactorily in place .e.g. provide relevant advice and information, complete care and support plans, support with direct payment bank account, contingency planning, direct payment agreements, identify risks and explore cost effective options to support customer to achieve agreed outcomes. The work is varied and cuts across many areas of specialised legislation including HMRC, employment legislation CQC and the Care Act.
- To respond to all ongoing direct payment query's and referrals from social care, SEND, financial monitoring, direct payment support service's and other colleagues and partners to provide support, guidance, specialised complex information, solutions and present options for a way forward. This will include complex analysis of information to identify why things have gone wrong.
- To explain to the customer, their carer, supporters or agent, the different methods of managing their personal budget (with supporting information and guidance) e.g. direct payment/individual service fund. To ensure they are supported and given the appropriate information, guidance based on legislation and the Council policy to make an informed choice.
- To support the customer by negotiating and brokering cost effective solutions where required support. To include signposting and support to where they can locate and purchase support independently e.g. Warwickshire County Council Resource Directory, Health Watch directory, community groups
- Responsibility to support colleagues to develop their knowledge and understanding. You will do this by identifying, planning, developing and delivering learning and development opportunities to practitioners and partners. By leading and facilitating workshops and presenting workforce development training programmes. This may be with a group of colleagues or one to one to meet the needs of the business.
- To actively work with the Independent Living Team Development Manager and social care teams, in order to facilitate practitioner discussion, group development, team direct payment plans and the mentoring of a champion's network.

To carry out face to face or telephone direct payment 6 or 12 monthly reviews with customers. To ensure the direct payment is meeting the legislative requirements, provide solutions and agree actions were required to enable the Direct Payment to continue.

- To refer customers and work in partnership with the contracted provider(s) to provide complex information and agree ways forward when things go wrong.

- To will identify, create, develop, promote and facilitate direct payment customer peer support networks.
- To form strong working relationships with social care operational teams, commissioning and finance and provide on-going direct payment and personal budget inductions, mentoring, support and training.
- To identify where opportunities exist for customers with shared goals and shared outcomes to "pool" their direct payments to create cost-effective solutions.

To act as a contact and work through complex financial and outcome based enquiries for social care teams finance colleagues, where it has been identified that a customer is failing to comply with the direct payment agreement.

- Foster and develop excellent working relationships with all parties including providers, customers and carers, health and social care colleagues and other agencies.
- Undertake and participate in training events and meetings relevant to the role in order to promote personal development and professional practice.
- To ensure a high level of complex data quality for all information recorded, ensuring the information is timely, accurate and complete.
- Ability to work independently and as part of a team.
- To undertake any other appropriate additional duties as required by the Independent Living team Manager within the ability of this post.
- This post includes travelling across Warwickshire and occasional out of county travel therefore must have the ability to be mobile.

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:

	AI
<p>A degree or a good standard of education and hold 2 years' relevant experience of working in Adult Social Care/ voluntary sector in the specialised area of Direct Payments.</p> <p>Or</p> <p>A degree or a good standard of education and 2 years' experience at an equivalent level delivering organisational, procedures and policy knowledge in a specialised field to others.</p>	A, I, D

Ability, knowledge or a good understanding of working with operational teams. To have experience or the ability to develop in-depth knowledge across all areas of social care. To ensure relevant and effective service delivery	AI
Experience of writing and presenting personalised support plans and brokering service's with Direct Payments where required.	AI
Strong and proven information sharing and negotiation skills including face to face, telephone, written and email communication.	AI
Experience of interpreting and presenting specialised complex written and verbal information effectively and in a simple way.	AI
Experience of working with complex information to identify solutions and identify what went wrong and ways forward	AI
Specialised knowledge of the complex areas surrounding the execution of direct payments and others forms of self-directed support. With an experience of working in the personalisation agenda and personal budgets and how they can be delivered.	AI
Good resource searching skills – i.e. websites, information, resource directory.	AI
Previous experience working with customers/carers/families in the field of direct payment including arranging, developing and facilitating user led groups virtually or face to face.	AI
Experience of working with challenging people.	AI
Ability and experience of researching identifying, developing and facilitating training and development opportunities to frontline teams, including internal and external stakeholders.	AI
Good interpersonal skills and ability to communicate and liaise effectively at all levels whether oral or written.	AI
To ensure Health and Safety responsibilities are carried out in accordance with the Department's Health and Safety policy and procedures.	AI
A professional attitude and commitment to providing a high standard of customer service including evidence of engagement with personal development.	AI
DBS Enhanced check	D

Desirable Criteria

Assessed By:

Experience of using customer database systems, experience and competent use of Microsoft Office	AI
Experience of joint working across sectors	AI
Experience of developing customer/user led groups.	AI
Experience of monitoring and maintaining information.	AI

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 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.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> 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)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	

