

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:	Direct Payments Support Officer	JEID	L0388 (new JEID nos)
Salary Grade:	Current Grade:H		
Team:	Direct Payments Support Team		
Service Area:	Social Care & Support (Adults and Childrens)		
Primary Location:	Flexible county wide post Primarily based at either Shire Hall Warwick , or Kings House Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	Direct Payments Support Team Manager		
Responsible for:	N/A		

Role Purpose

To champion and facilitate the effective delivery of Direct Payments across all customer groups, promoting choice, control, and independence in line with legislative frameworks. The role supports individuals in managing their personal budgets, ensuring compliance, value for money, and positive outcomes, while also contributing to the strategic development of the Direct Payments offer within the Council.

Key Responsibilities:

- **Leadership & Advocacy**
 - Act as an ambassador for Direct Payments, promoting their benefits and increasing uptake across all customer groups.
 - Support the Council's commitment to personalisation by empowering individuals to make informed choices about their care and support.
- **Specialist Advice & Legislative Guidance**
 - Provide expert advice on Direct Payments legislation and related cross-cutting regulations (e.g., employment law, HMRC, CQC).
 - Offer tailored guidance to customers, carers, practitioners, and partners to support outcome-focused, cost-effective decision-making.

- **Training and workforce development**
 - Deliver face-to-face training and workshops to staff across Warwickshire, raising awareness of Direct Payments and how to use them effectively.
 - Support the development of professional knowledge and skills within the workforce to enhance service delivery.
 - Manager.
- **Operational Delivery & Case Management**
 - Undertake Direct Payments reviews and provide brokerage support for individuals not requiring employment-related assistance.
 - Resolve complex queries and challenges by offering practical solutions and presenting options to stakeholders including customers, carers, and internal teams.
- **Collaboration & Partnership Working**
 - Work closely with external agencies delivering employment support and payroll services to Direct Payments recipients.
 - Act as a central point of contact between social care teams, customers, and external support services, ensuring seamless communication and coordination.
- **Strategic Development & Market Intelligence**
 - Research and promote the Direct Payments offer on behalf of the People Group.
 - Enhance market intelligence and contribute to the development of information management processes to support the scheme's growth and sustainability.

Role Responsibilities

- **Case Management & Customer Support:**
 - Manage a caseload from referral to commencement of support.
 - Act as a single point of contact for customers and practitioners.
 - Provide tailored advice on direct payments, including bank accounts, pre-payment cards, contingency planning, and agreements.
 - Identify risks and explore cost-effective options to achieve agreed outcomes.
- **Specialist Advice & Problem Solving:**
 - Respond to complex queries and referrals from Adult Social Care, CWDT, finance, and partner services.
 - Analyse issues to identify root causes and propose practical solutions.
 - Interpret and apply legislation including the Care Act, HMRC, CQC, and employment law.
- **Information, Guidance & Empowerment:**
 - Explain Direct Payments management options to recipients and their representatives.
 - Support informed decision-making through clear, accessible guidance.
 - Signpost to relevant services and directories for independent support sourcing.
- **Training & Workforce Development:**
 - Deliver training and workshops to practitioners and partners.
 - Mentor colleagues and contribute to the development of a Direct Payments Champions Network.
 - Support team development and planning in collaboration with the Team

- **Monitoring & Review:**
 - Induction face to face meetings with new Direct Payments recipients
 - Conduct 6- and 12-month reviews to ensure compliance and effectiveness.
 - Recommend actions to maintain or improve direct payment arrangements.
- **Partnership Working:**
 - Collaborate with contracted providers to resolve issues and agree on solutions.
 - Build strong relationships with social care teams, finance, commissioning, and external agencies.
 - Promote and facilitate peer support networks for direct payment recipients.
- **Innovation & Efficiency:**
 - Identify opportunities for pooling budgets to achieve shared outcomes.
 - Contribute to service improvement initiatives and policy development.
- **Data & Compliance:**
 - Maintain high standards of data quality and record-keeping.
 - Ensure all actions comply with legal, financial, and organisational standards.
- **Mobility & Flexibility:**
 - Travel across Warwickshire and occasionally out of county as required.
 - Work independently and collaboratively within a dynamic team environment.

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:

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. Or 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.	AI
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 services 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

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.

	☐ 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	x	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
x	☒ 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
x	☒ Significant use of computers (display screen equipment)	x	☒ Work with vulnerable children or vulnerable adults
	☐ Undertaking repetitive tasks	x	☒ 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	x	☒ Face-to-face contact with members of the public
	☐ Other (please specify):		