

Job Title: Direct Payments Finance Officer	Role Profile Number: ENN58
Grade: M Salary:	Date Prepared: June 2022
Directorate/Group: Finance	Reporting to: ASC Finance Services Manager
Structure Chart attached:	No

Job Purpose

- To set up, reconcile and administer Adult Social Care Direct Payments.
- Liaise with Social Workers and managers to ensure all the required information and authorisations are in place.
- To complete closure of direct payments in a timely manner when the service ends, including reconciliation of expenditure in the account and recovery of any funds due.
- Liaise with the service user or their representative to ensure, queries are resolved, statements are received as requested and client contributions are paid.

Key Accountabilities

- To progress new Direct Payment care packages and changes to existing packages in an accurate and timely manner in line with Local Policy and Procedures
- Hold a detailed understanding of the Council Direct Payments Policy and Procedures. Keep up to date with future changes of legislation.
- To calculate and update the systems with funding changes to ensure the payment run and records are accurate, with a clear audit trail is evident.
- To correspond with customers via email, letter, telephone and face to face where necessary, to gather required information or to answer enquiries to ensure the accurate and timely completion of Direct Payment care packages
- To use excellent questioning and listening skills, asking pertinent questions to establish facts in order to ensure the Direct Payment policy requirements are understood by the client or their representative and any queries are resolved in accordance with the specified timescales.
- To liaise with Social Work teams, other Departments, Partners and Stakeholders, as necessary, to ensure: all required information is available, decisions are made and queries are resolved in a timely manner.
- To assist with the collation of statistical information relating to the Direct Payments Service , updating and creating spreadsheets and running system reports

- To be able to conduct a manual calculation of Direct Payments including changes to funding and client contributions , as required, in addition to using the relevant IT systems
- Assist with and implement annual rate changes and where necessary accurately calculate and issue backdated payments
- Organisational skills to manage a caseload of Direct Payment clients and ensure all required set ups, changes, reviews and closures are effectively tracked and prioritised.
- Ensure the payment file is updated with all required new payments and payment changes in a timely manner to ensure the monthly payment run is accurate. Arrange for manual payments for all adjustments that cannot be accommodated in the payment run timetable.
- To advise the Team Manager of unresolved actions.
- To adhere to GDPR and understand Information Security

Supplementary Accountabilities

- Production of documents, letters and spreadsheets
- General office administration duties
- Respond to Freedom of Information requests within the required timescales
- Engagement in continuous improvement
- Undertake any other duties that can be accommodated within the grading of this post

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Computer literate with an expertise in using spreadsheets for financial purposes (excel intermediate or advanced) including reconciliation and accounting.
- Confidence to learn and use specialist ICT packages
- Good communication skills; written, face to face, telephone, Teams
- Ability to be confidential and cope with hearing or writing about highly sensitive and emotional events relating to adults and families
- Ability to communicate effectively with vulnerable people
- Good interpersonal skills
- Ability to work as part of a team to ensure the success of the whole department
- Ability to be flexible and adaptable
- Good time keeping and organisational skills
- Work experience/work placements dealing with people and finance
- Ability to deal with cases maintaining confidentiality, tact and diplomacy
- Ability to work on own initiative
- A confident and professional approach to dealing with clients and colleagues

Qualifications

- Good level of Literacy and Numeracy skills – minimum of 4 GCSE’s including Math’s and English at grade C or above, or equivalent

Decision Making

- Ability to make decisions of a financial nature
- Ability to prioritise own workload to ensure all tasks are completed within the given time frames

Creativity and Innovation

- Have the ability to identify and where required, implement improvement in the way the department operates
- Some creativity and innovation in the day to day running of the office, identifying new methods of working
- Engagement in continuous improvement

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• Caseload of Direct Payment clients Typical tasks supervised/allocated to others <ul style="list-style-type: none">• none	Budget Holder Responsibility Asset Responsibility:	No . Laptop and mobile phone
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Regular contacts with line manager/mentor and other members of the wider team, other Council Departments, external partners and stakeholders.
- Regular contact with ASC client or their representatives in order to resolve queries regarding the accurate Direct Payment care packages.

Other Key Features of the role

- Ability to manage in a professional and helpful manner clients or their representative who may be angry, aggressive, upset or confused.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	