

Post Specification

Date	July 2024
Post Group Number	8299
Post Title	Direct Payment Team Leader
Job Family	Organisational Support
Job Family Role Profile	OS12
Final Grade	Grade 12

To be read in conjunction with the job family role profile

Service Area description

The core purpose of the Community Finance Service is to work alongside Adult Social Care & support operations to deliver statutory requirements on behalf of the Council in a fair and equitable way in line with National Legislation and Local Policy.

The role of the Community Finance team is to ensure that customers are accurately financially assessed for any chargeable services delivered through the Council to meet their eligible care and support needs under The Care Act 2014. The team provide support, information and advice to ensure that customers are maximising their benefits, accessing direct payments where eligible and utilising them in accordance with local policy. They will also assist customers to gather the financial information required and provide advice and support to the customer and/or their representatives on any issue associated with charging for care and support.

The team works closely with colleagues and other agencies such as **Office of the Public Guardian (OPG)**, **Health Partners** and **The Court of Protection** to identify and take appropriate action where possible financial abuse or intentional deprivation has occurred, to implement debt recovery procedures where necessary to ensure income due to the Council is collected in a timely manner. Work will also be undertaken with the **Department of Work and Pensions (DWP)** in relation to benefit claims, safeguarding and appropriate authority.

The Service ensures that appropriate reclaims are made from other organisations where packages of care may be jointly funded or where the Council have agreed to contract on behalf of another organisation; for example Section 117 After Care provisioned on behalf of Health partners.

Reclaims are made on a regular basis to mitigate against financial risk to the Council.

Purpose of this post

To manage and develop staff and systems involved in supporting the provision of care services within the area of responsibility, ensuring a collaborative and logical approach with operational services and liaison with key stakeholders. To promote compliant, consistent, effective and efficient ways of working in accordance with agreed procedures and systems to safeguard the Council's financial position.

Key job specific accountabilities

1. Contribute to the development and improvement of, whilst ensuring systems are fit for purpose, e.g. direct payment monitoring, partner reclaims and personal information record management systems to meet council and legislative regulations whilst providing good quality, cost effective delivery for the areas of responsibility.

2. Carry out effective recruitment, supervision, development, performance support and other ad hoc HR related matters to ensure staff realise their potential contribution to the efficient and effective operation of the service, in accordance with policies and appropriate legislation.
3. Oversee the processes for authorising reclaims from funding partners in line with contractual agreements and ensure accurate records are maintained for management information purposes.
4. Liaise closely with the Brokerage Manager, Community Finance Team Leads, Finance Managers and Operational Team Managers to ensure a co-ordinated approach to customer support functions.
5. Introduce business processes that minimise duplication and maximise the efficiency of workflow systems to enable the team to fulfil its responsibilities effectively.
6. Contribute as required to the development of financial, administrative and information systems for use within the Directorate as they relate to the post holder's area of influence including all aspects of information technology, so that the Directorate may develop and standardise efficient and effective systems and procedures.
7. Ensure that data record systems are efficiently and accurately maintained by staff working to strict deadlines so that relevant and timely information is available to produce accurate bills to customers in relation to services received.
8. Develop and maintain effective working relationships with other staff across the Directorate, customers, external partner agencies / providers as appropriate, providing mutual assistance wherever possible to ensure standardisation of practice and equitable application of procedures across the Directorate, contributing to the on-going development and improvement of procedures which support services for vulnerable people.
9. Maintain a working knowledge of health and safety legislation and regulations and the Council's policies and procedures and take appropriate action, including undertaking risk assessments, investigations and reviews and report as necessary with regarding to meeting the health, safety and welfare requirements of the team.
10. Undertake other duties as designated including specific time-limited projects within agreed parameters to promote improvements in information systems and processes to facilitate effective management decision-making and continuous improvements in the Service.
11. Ensure that the council's commitment to public service and customer care is addressed in all dealings with the public and service users and their representatives, including responses to representations and complaints as Lead Manager where nominated.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	Responsible for the reclaim of payments made on behalf of other organisations and reclaim of unused Direct Payment funds on an ongoing basis (circa £1 million annually)
Staff Management Responsibilities	Manage the promotion of Direct Payments internal and external to the organisation.
Other	Manage and support staff who are lone workers.

Essential Criteria - Qualifications, knowledge, experience and expertise

- A level or BTEC National Certificate or NVQ 3 in a relevant subject
- Considerable relevant recent experience working in a customer service or administrative or financial office environment.
- Experience in successfully leading a team
- Project management experience
- Management of business process change and working within an improvement focused culture
- Use of IT applications including databases, word processing, spreadsheets and internet within an office environment.
- Knowledge of the role of Adult Social Care and Local Government
- Health and safety regulations
- Ability to monitor and analyse work systems and identify improvements
- Ability to handle, analyse and interpret information
- Ability to communicate complex information effectively to all levels of the organisation, service users and external agencies.
- Understanding of the role of social care in a customer care and service delivery environment.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check
 - The level of check required is DBS Basic.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none">• Managing staff working with vulnerable / distressed service users and/or families, including lone working out in the community, discussing sensitive topics in relation to personal care and support and financial affairs. Leading on complaints and MP concerns.
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Physical Demands	<ul style="list-style-type: none">• Covering the Council's area of responsibility will require travel across the area from time to time to manage and support staff in the field.
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Working Conditions	<ul style="list-style-type: none">• Some travel required.
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Other Factors

- Ability to work independently and in partnership.
- Ability to deal with conflicting priorities and demands and to prioritise workload within strict deadlines for self and others.
- Organisational skills
- Able to maintain confidentiality at all times