CAMBRIDGESHIRE COUNTY COUNCIL: JOB DESCRIPTION

POSITION:	Direct Payment Monitoring Officer	**REPORTS TO:**	Strategic Finance Manager Adults Finance Team
SERVICE:	Adult Social Care	**DIRECTORATE, OFFICE:**	Adults, Health and Commissioning
GRADE:	Administration Job Family Level 2	**LOCATION:**	Main Base Amundsen House and Home Working

JOB PURPOSE:

To ensure the Direct Payments Monitoring service to Adult Social Care Teams and other Partners is delivered in an effective and efficient manner and to a high standard.

ROLE DIMENSIONS

Hours: 37 Hours per week
People: Adult Social Care direct payments and Individual service fund users and support staff

CORPORATE & JOB SPECIFIC ACCOUNTABILITIES

Office Support (15%)

- Respond to queries, liaising with Officers, Managers and service users to ensure all advice and communication (telephone, Teams Video, letters, emails, face-to-face), is delivered to County Council standards and regulatory guidelines.
- Responsible for overseeing document & data management (paper and electronic), including filing and distributing documents.
- Oversee the collection, collation & manipulation of information using CCC information systems, to generate reports, prepare letters, memos and documents.

Financial Support (15%)

- Interrogate, process and maintain financial information – making recommendations for appropriate action.
- Ensure that County Council financial processes and systems are complied with.
- Ensure that unspent monies held in direct payments accounts are recovered in a timely and efficient manner.

SERVICES/PARTNERS

SERVICE

- Children, Families and Adults (Adult Social Care)

PARTNERS

- NHS Central East ICB
- Foundation Trust (CPFT)
- People Places Lives (PPL)
- Purple
- Penderels Trust

Management Support (5%)

- Use and maintain the Council's databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action.
- Assist with the monitoring of Council and Service policies & procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).
- Advise and inform others on matters relating to own job or section or directorate.

Supervision & Development of Others (5%)

- Assist in the induction, learning and development of others.

Health & Safety (5%)

- Ensure the maintenance of a healthy and safe working environment.
- Take action to reduce the risk to self and others.

Role Specific (55%)

- Ensure that any potential financial and other abuse issues are brought to the attention of Managers of Teams, including attending Safeguarding of Vulnerable Adults meetings as appropriate.
- Provide direct advice, information and support to service users via email, teams video or telephone.
- Review Direct Payments systems and processes on an ongoing basis making recommendations for improvements as appropriate.
- Liaise with Care, Duty and Managers of Teams in relation to identifying monitoring issues.
- Visit service users with care or other managers as appropriate to go through direct payments process/discuss queries.
- Monitor direct payments for Adult Social Care, ensuring that Cambridge County Council procedures and policies are complied with.
- Act as adviser to other Partners in relation to the Direct Payments systems and processes.
- Participate in training events as requested.

CAMBRIDGESHIRE COUNTY COUNCIL: PERSON SPECIFICATION			
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QUALIFICATIONS

Essential	Desirable
• Educated to A level, NVQ3 or equivalent standard. • IT Qualified to CLAIT/IBT2/RSA/ECDL	• NVQ Level 3 in Administration or Management

KNOWLEDGE AND EXPERIENCE

Essential	Desirable
▪ Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows/Teams and Office packages. ▪ Knowledge of health and safety legislation ▪ Knowledge of Data Protection and Equal Opportunities legislation and their requirements ▪ Understanding of financial management, procedures and processes.	• Knowledge of budget management • Knowledge of Council policies & procedures • Experience of local authority working • Understanding of project management principles • Has portfolio of achievements.

SKILLS

Essential	Desirable
• Able to prioritise workload and complete in timely manner. • Able to consistently produce work of a high standard. • Excellent interpersonal skills - able to communicate in a friendly, open and constructive manner with diverse groups or individuals. • Excellent decision making/problem solving skills. • Able to work on own initiative with minimal supervision. • Commitment to continuous service development • Committed to ongoing personal and role development. • Ability to travel. • A DBS disclosure is necessary for this post.	▪ Approachable and adaptable ▪ Ability to grasp, assimilate and apply information and concepts quickly.

OUR CARE VALUES

Collaborative

- We recognise that we work most effectively when we work together, with partners, and with our communities, to achieve the best outcome.
- We communicate effectively, by being generous with what we know and can do, and by listening and seeking to understand the roles, perspectives, and insights of others.
- We use the tools available to us and keep open minds to new approaches and opportunities. We start from the position that each of us is trying to do our best, and that together we can do even better.

Respectful

- We respect each other as individuals, who contribute our own skills, knowledge, and insight to the work we do. When we make decisions, we explain our reasons. When we disagree, we do this in a manner that respects each other's experiences, seeking to understand different perspectives and what we can learn from one another.
- We respect one another's time and resources, and those of our community and our natural environment, taking only what we need and adding value where we can. Where we make mistakes, we consider how we can improve and do not seek to assign blame. Where we see the ability for others to improve, we communicate this with kindness and clarity. Where we see our own need to improve, we acknowledge and act on this.

Excellence

- I plan and anticipate changes in working practice.
- I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes.