

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Personal Budgets Support Worker

PBSS, Commissioning and Performance

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To ensure that disabled people, carers, and families living in West Northamptonshire who are in receipt of a Personal Budget (Direct Payment) have the information, advice and support they require to enable them to manage the budget effectively to achieve their target outcomes. This will include advice and technical support services for those wanting to employ their own support staff directly.

Within the specification of the service provide a high-quality point of contact for people, their families, providers, external agencies and other Adult Social Care (ASC) teams

To facilitate, support and take lead responsibility for recruitment campaigns for Personal Budgets employers tailored to their requirements.

Accountable to:

This role is accountable to the Personal Budget Support Service Team Leader, responsible for the direct line management of 7 Officers or Support Workers. The role sits within the Financial Operations service, part of the Adult Social Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Delivering information and advice to a specific caseload of between 350 and 500 Direct Payment recipients, families, and carers along with support for self-funders where required.
2. Providing specialist recruitment and administrative support, giving guidance, and directing employers around the recruitment process and delivering training and side-by-side support for employers around shortlisting, selecting candidates and interviewing.
3. Providing specialist support and advice around employer responsibilities including payroll delivery, set up and administration including HMRC processes, employing staff best practice, full support around disputes and grievances including mediation alongside a nominated provider of employment legislation advice. To keep abreast of legislation and policy relating to employment law around Personal Budgets employers.
4. Initial guidance for disabled people alongside Care teams around the suitability of receiving a Direct Payment. Outlining advantages and disadvantages and the key responsibilities involved. This includes advice around Holding Account provision.
5. Promoting Direct Payments and the Personal Budgets Support Service (PBSS) function to appropriate ASC teams and to employers, customers and local communities.
6. Ensuring the PBSS database and all other linked systems are maintained effectively so that detailed case notes and activities are effectively and robustly recorded and that diary systems are utilised. ASC CareFirst and Eclipse database systems to be accessed and used appropriately to source further customer data as required. Additional duties that may be needed in order for the team to function correctly.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
		A, T, I, P, D
Ability to work in a way that promotes the safety and wellbeing of children and young people/vulnerable adults	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
		A, T, I, P, D
Understanding of and commitment to data protection and confidentiality.	Essential	A, I
Demonstrate an understanding of the safe working practices that apply to this role	Essential	A, I
Knowledge of employment law	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
		A, T, I, P, D
2 years experience of working with people in a similar area within Social Services, Health or the voluntary sector	Essential	A, I
Experience of working in the field and providing information face to face	Essential	A, I
Experience of working with disabled people	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
		A, T, I, P, D
NVQ 2 or above in a relevant subject (social care, health, customer service) or equivalent experience	Essential	A, I
GCSE C or above in English and Maths	Essential	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Check (DBS)

Day-to-day in the role:

Hours:	37	Primary work base:	Angel Square
Job family band:	4	Worker type:	Flexible Part-flexible Fixed Field-based worker
Salary range:	£28016 to £29513	Budget responsibility:	
People management responsibility:	None		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means once training is complete, you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

