**Job Description**Job Title: Direct Payments Navigator- Direct Payments Support Service

Grade: 6

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy.

**Our Outcomes**

We want everyone in Staffordshire to:  
• Have access to more good jobs and share the benefit of economic growth  
• Live in thriving and sustainable communities  
• Be healthier and more independent for longer

**Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:   
• Ambitious – We are ambitious for our communities and the people of Staffordshire.  
• Courageous – We recognise our challenges and are prepared to make courageous decisions.  
• Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

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| About the Service |
| Staffordshire County Council’s Direct Payments Support Service will provide a flexible range of support for people with varied and complex social care needs, including adults with disabilities, older people and people with mental health difficulties.  The service will enable people to arrange solutions that help build meaningful lives, promote personal autonomy and increase personal choice and control. The post holder will fulfil a critical role in enabling the department to fulfil their duties as described within current legislation and practice guidance.  Direct payments are financial payments from the Local Authority for people who have been assessed as needing care and support from social services. A Direct payment can be provided for people who would like to arrange and pay for their own care and support solutions instead of receiving services directly or commissioned by the Local Authority.  Support involves working in partnership with people to develop solutions that meet assessed needs and outcomes. Taking account of individual preferences, lifestyles relationships and priorities. Key outcomes of the support will be increased confidence, personal autonomy, and ownership of personal responsibilities, improved outcomes and self-determination.  The service aims to promote and extend the uptake of Direct Payments within the area of Staffordshire. The service will provide support, information, and assistance to enable people to access Direct Payments to live independently and have control over the way their support services are delivered.  The service will provide accessible Information, Advice, and guidance on all aspects of Direct payments. Work collaboratively with Adult Social Care teams and individuals to identify flexible approaches to meet outcomes. |

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| About the Role |
| The post holder will work as part of a wider team to ensure that support provided by the local authority to individuals is proportionate to the agreed outcomes and assessed risks, is consistently applied and contributes overall to the improved operation of the direct payments scheme in Staffordshire.  The Direct Payment Navigator will ensure that eligible individuals in receipt of direct payments are aware of all the options available to them. The Direct Payment Navigator is responsible for setting up and monitoring how Direct Payments are used in Adult Social Care. The post holder will also consult with customers, care management and other stakeholders to resolve issues and provide information, advice, and guidance from the beginning of the Direct payment journey and throughout.  The post holder will be a member of a team collaborating closely with social workers and other appointed assessors. |

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| Reporting Relationships | |
| Responsible to: | Deputy Principal Social Worker. |
| Responsible for: | N/A |

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| Key Accountabilities |
| Work within the Direct Payments Support Service to support individuals and provide information, advice, and guidance to members of the public and Adult Social Care teams. To promote and ensure a clear understanding of the Direct payment process. |
| Receive referrals from Adult Social Care teams following assessment and support planning where there is a request for a Direct payment to support individuals and their carers to navigate the Direct payment pathway, to offer more choice, control, and flexibility in how care and support needs are met, enhancing the individual's independence and quality of life |
| Receive requests for information and guidance from individuals and/or their representatives regarding any Direct payments queries to appropriately respond in line with legislative and practice guidance. |
| Conduct visits with prospective individuals, their families, and carers (either by virtual means or in person) to explain the role of the Direct payment service and commence the Direct payment process, to enhance the overall experience and outcomes for individuals receiving care, promoting autonomy and personalised care solutions. |
| Providing advice and information on how direct payments can be used to support the Direct payment recipient to think about their care and support needs to help find the right support. |
| Work with individuals, stakeholders, providers and area social care teams to help resolve any complex problems relating to Direct payments. |
| Ensuring the individual and/or representative is left with all the correct information about Direct payments to refer to and direct contact details for the Direct Payment support service |
| Delivering ongoing support for all individuals to ensure continued ability to use Direct Payments to meet their care and support needs successfully |
| Providing information advice and guidance to practitioners and other professionals internally and externally to Staffordshire County Council |
| Undertaking regular reviews in collaboration with the Adult Social Care team, the Direct Payment recipient and or their families and representatives. |
| Providing support throughout the Direct payment audit process. |
| Contribute to the shaping, continual improvement, and promotion of Adult Social Care and Direct Payments by achieving Key Performance Indicators (KPIs): working to set goals, monitoring progress and using KPI data and customer feedback to adjust strategies and improve service delivery. |
| Process Direct Payment requests in accordance with agreed policy and procedures. |

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| Other Information |
| This post is designated as a Casual car user. |
| No Political Restriction. |
| The post holder will need to meet the travel requirements of the role locally and regionally. |
| There will be occasions where the post holder will be required to visit people in their own homes. |

**Professional Accountabilities**

The post holder is required to contribute to the achievement of the Council objectives through:  
  
**Financial Management**  
Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.   
  
**People Management**  
Engaging with People Management policies and processes.  
  
**Equalities**  
Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.  
  
**Climate Change**  
Delivering energy conservation practices in line with the Council’s climate change strategy.  
  
**Health and Safety**  
Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.  
  
**Safeguarding**  
Commitment to safeguarding and promoting the welfare of vulnerable groups.  
  
The content of this Job Description and Person Specification will be reviewed on a regular basis.

**A = Assessed at Application**   
 **I = Assessed at Interview**   
 **T = Assessed through Test**

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| Person Specification | | |
| **Qualifications/Professional Membership** | | |
|  | A/I | NVQ3 / equivalent qualification (or a willingness to undertake) and experience in a relevant discipline i.e., social care, advice and guidance or related subject. |
| **Knowledge and Experience** | | |
|  | A | Previous experience of working in Adult Social Care. |
|  | A | Previous experience of administrating Direct Payments. |
|  | A/I | Knowledge of the roles and responsibilities of partner organisations |
|  | A/I | Demonstrable Knowledge and understanding of Social Care and Direct Payment legislation, guidance, and practice relevant to service users and carers. |
|  | A/I | Experience of delivering support to individuals. |
|  | A | Understanding of disability, older persons, carers and young carers and the impact for individuals, their families and society. |
|  | A/I | Experience of working as part of a team. |
|  | A/I | Experience of using Information Technology to create documents, data records, diary records, communication, and reports. |
| **Skills** | | |
|  | A/I | Organisational skills, Time management, prioritising work and meeting deadlines. |
|  | A/I | Able to problem solve and identify opportunities for improvement. |
|  | A/I | Passion to help people live their best lives. |
|  | A/I | Able to develop collaborative relationships with adults with a learning and or physical disability, older adults, their careers and their families to promote choice and independence. |
|  | A/I | Able to promote effective verbal and non-verbal communication with individuals and their family to determine needs and enable informed choice. |
|  | A/I | Able to develop and sustain effective working relationships with staff in other agencies. |
|  | A/I | Able to maintain accurate written or electronic records of observations, actions and decisions. |
|  | A/I | Commitment to ongoing personal and professional development which could include social work training |
|  | A/I | Curious and enthusiastic about improvement and making a difference |
|  | A/I | Be solutions focused with the ability to explore partnership alternative, creative and innovative solutions is key to the role. |
|  | A/I | Exercise a strengths-based, outcomes focused approach |

 If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

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| If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300 |