

Job Description

Job Title	Self Directed Support Officer
Directorate	Finance and Resources
Service Area	Direct Payments
Grade	5
Competency Level	1
Salary	£31,022 to £35,412
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8904

Job Purpose

To provide high quality, customer focused, flexible and timely support to customers receiving a Direct Payment and internal/external services involved with providing services, support, and advice.

Directly Responsible For:

Not applicable



Directly Responsible To:

Self-Directed Support Unit Manager

Main Areas of Responsibility:

- To enable and promote the ethos and principles of self-directed support
Support individual customers to access self-directed support
- Signpost people and enable access to a wide range of services, including advocacy and appropriate brokerage
- Initiate the planning process with people, their families, and carers
Support customers with the development and formulation of a personal support plan
- To work in partnership with non-statutory agencies to ensure all available resources and information is available for people accessing self-directed support
- Assist individuals in building and maintaining strong teams that help a person live the life they desire. Teams typically include a combination of family, friends, and paid supports
- Keep detailed, accurate records of all outreach and casework undertaken in accordance with the requirements of the service and provide statistical management information relating to caseload and performance levels
- Complete a variety of paperwork for people to enable individuals to access self-directed support
- Continue to support and maintain contact with people accessing self-directed support as part of the ongoing monitoring and review process
- Review and audit customers direct payment accounts and take steps to recover surplus funding when appropriate

- Advise customers who have been assessed as having to contribute towards the cost of their care on payment methods and initiate debt recovery action when required
- Develop professional and robust relationships with colleagues in assessment and care management to support recipients of self-directed support
- Work closely with a range of local statutory agencies, independent and voluntary services to ensure the delivery of social care services, including statutory duties
- Support the collection of information to enable a financial assessment to be completed
- Carry out lone working appointments via home visits or One Stop Shops, providing one to one support to vulnerable customers and their families relating to self-directed support
- Ensure that all work functions and where appropriate, line management responsibilities, are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Supervision and Management Responsibility:

- Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer for sustained period, some local travel is required when visiting customers

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Understanding of Direct Payments, Individual Budgets (A,I)

Desirable

- Understanding of relevant ICT systems such as Liquid Logic, ControCC, and Microsoft Office

Experience

Essential

- Good understanding of person centred approaches and planning (A,I)

Desirable

- Experience of working in a health social care setting
- Experience of working as a member of a team in isolation and unsupervised
- Ability to carry out unassisted community-based interviews and provide accurate advice and information

Skills/Abilities

Essential

- Understanding of Quality Assurance Framework and Safeguarding Agenda (A,I)
- Good knowledge of community resources (A,I)
- Excellent negotiation skills (A,I)
- Good literacy and numeric skills (A,I)
- Excellent organisational skills (A,I)

Desirable

- Excellent interviewing and communication skills
- Flexible attitude to work
- Assertive, tactful, and diplomatic as appropriate to achieve positive outcomes
- An understanding of and a personal commitment to the ethos and principles of Putting People First

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Practising and promoting equality of opportunity and non-discriminatory practices
- Working within Health & safety regulations
- Willingness to undertake training as and when required