

Job Description: Direct Payment Advisor

About us

Four local charities are working together to make Direct Payments easier to understand and use. We know that many people and carers miss out on the flexibility and independence Direct Payments can offer because the system can feel complicated or unclear.

By bringing together our different strengths, experience and connections across the borough, we are creating a more joined-up and accessible service that offers clear information, practical advice and personalised support. Our aim is to help people feel confident in understanding their options, making informed decisions and using their Direct Payments in ways that genuinely improve their lives.

As part of this partnership, three Direct Payments Advisors will work across the service hosted by Bexley Mencap, Age UK Bexley and Carers Support (Bexley). While each Advisor will be employed by one organisation, the team will work closely together to ensure people across Bexley receive consistent, high-quality support.

About the role

The Direct Payments Advisor will work with local residents who need care and support by providing information, advice and practical support to those who choose to use a Direct Payment.

You will support individuals from the start of their Direct Payment journey through to ongoing management, helping them understand their responsibilities, make informed decisions and use their funding effectively and safely.

This role is central to enabling real choice, control and independence, while making sure that funding is used well and makes a real difference.

About You

You will share and promote our values of putting people first, showing compassion and treating everyone with dignity and respect. You will be committed to equity and inclusion, recognising the importance of listening to and valuing each person's lived experience. Working in a supportive and collaborative way, you will build trusting relationships, champion individual voices and contribute to a positive, inclusive culture where people feel welcomed, understood and empowered.

We are seeking a motivated and organised candidate with experience in social care, support planning or a related advice-based role. An understanding of Direct Payments would be helpful, but it is not essential, we are more interested in someone who understands person-centred support and believes in helping people have real choice and control in their lives. We

are looking for someone who genuinely cares about improving outcomes for people with care and support needs.

You will need to have excellent interpersonal and communication skills to build trusted relationships with residents. You will also need the confidence to explain complex information clearly, support people to understand their responsibilities, and manage a varied caseload effectively.

You will need to be approachable, solutions-focused and able to work independently. Strong organisational skills and good IT skills are essential to ensure accurate record keeping and effective case management.

What we offer

In return, we offer the opportunity to be part of a values-driven organisation and partnership where your work makes a genuine difference to people's lives every day. As part of this partnership role, the successful candidate will be employed by one of the partner organisations. Each organisation offers a competitive package including annual leave, pension contributions and access to training and development opportunities. Full details of the benefits offered by the employing organisation will be shared during the recruitment process or by enquiring with that organisation.

What the role involves

Advice and Support to Residents:

- Provide accessible information about Direct Payments and available options including:
 - employed or self-employed personal assistants
 - care agencies
 - community activities.
- Work alongside residents to explore creative and flexible ways to use their Direct Payments to achieve their personal outcomes.
- Support residents to understand their responsibilities, including becoming an employer
- Signpost to local community resources, voluntary organisations and networks that may enhance someone's support package.
- Support residents to review their arrangements and adapt their support as their needs or aspirations change
- Support residents to manage their budget effectively ensuring that they do not overspend
- Support residents to understand financial monitoring requirements and understand recovery of unspent funds
- Identify and escalate safeguarding or fraud concerns as required

Case Management and Administration:

- Manage a caseload of Direct Payment recipients maintaining accurate and timely records in line with organisational policy
- Managing Direct Payment accounts to upload evidence of spend, pay invoices and review funding levels
- Actively monitor Direct Payment usage and follow audit processes to identify where residents may need further support
- Ensure compliance with relevant legislation including the Care Act, Mental Capacity Act and employment regulations
- Respond to queries in a timely and professional manner

Other:

- Promote the uptake of Direct Payments
- Promote inclusive and strengths-based approaches in all aspects of work
- Work collaboratively with social workers, commissioners and finance colleagues
- Support monitoring of KPIs and service performance
- To adhere to key policies such as safeguarding, health and safety and GDPR
- To support anti-discrimination policies and procedures and promote equality of opportunity at all times.
- Undertake any other duties consistent with the purpose and level of the role

Person Specification: Direct Payment Advisor

Skills, Abilities and Knowledge

- Strong understanding of Direct Payments, the Care Act and associated legislation (or willingness to develop this quickly)
- Experience of supporting people to make informed decisions
- Ability to manage a varied caseload and prioritise effectively
- Able to develop rapport and build strong relationships with a wide range of people, including people with learning disabilities, carers and older people
- Ability to explain complex information, including financial information, clearly and accessibly
- Excellent time management, organisational and administrative skills
- Strong computer literacy skills including use of Microsoft 365 tools and CRM systems
- Ability to identify risks and take appropriate action, including safeguarding concerns
- Ability to drive with access to a car (as this is a community-based role)

Experience

- Experience of working in social care, advice, HR or a related field
- Experience of working directly with disabled people and/or their families
- Experience of record keeping, monitoring or audit processes
- Experience specifically in Direct Payments or Personal Budgets (desirable)
- Experience of supporting people in employer responsibilities (desirable)

Values and Personal Qualities

- Be solutions focused and person centred
- Demonstrate an understanding and commitment to promote equal opportunities, diversity and safeguarding
- Pro-active and confident to work without direct supervision

How to apply

Please submit your CV and a supporting statement demonstrating how you meet the person specification (no more than 3 A4 sides) to humanresources@bvsc.co.uk

As there are three positions available with different organisations, please specify if you would like to be considered for Age UK Bexley, Bexley Mencap, Carers Support (Bexley) or all three.

If you have any questions about the role, please contact the organisation that you would like to apply to using the details below (or any if you would like to apply to all three):

- Age UK Bexley: alison.baker@ageukbexley.org.uk or emily.willey@ageukbexley.org.uk
- Bexley Mencap: kara@bexleymencap.org.uk
- Carers Support Bexley: vikkiwilkinson@carerssupport.org

Please note, that applications will be shared with all organisations in the partnership for joint shortlisting and interviews.

Closing date for applications: Sunday 12th April at 5pm (applicants will be notified of outcome by Friday 17th April).

Interviews will be held on Tuesday 21st April and Thursday 23rd April

If the role sounds exciting to you but your experience or skills don't exactly match every single requirement, we still encourage you to apply, you may be just the right person for our position!

Please bear in mind when you write your supporting statement that you demonstrate your understanding of the role requirements, how your knowledge, skills and experience make you the right choice of candidate and how well our values and mission align with yours.

As a partnership, we have an ambition to truly be anti-discrimination organisations, so we therefore actively encourage and welcome applications from everyone; including applicants with lived experience, those who are Lesbian, Gay, Bisexual, Transgender, Queer (or questioning), Intersex and (asexual) (LGBTQIA+), people with a disability, and people from a Global Majority or Black, Asian and Minority Ethnic backgrounds.

We're happy to discuss any support or adjustments you may need during your application and/or interview process.