

OXFORDSHIRE COUNTY COUNCIL  
**OXFORDSHIRE COUNTY COUNCIL**  
**ADULT SOCIAL CARE**  
**JOB DESCRIPTION**

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| <b>Job title</b>              | Direct Payment Advisor                                                              |
| <b>Service area</b>           | Adult Social Care                                                                   |
| <b>Team</b>                   | Direct Payment Advice Team                                                          |
| <b>Grade / salary</b>         | £32,578 - £35,570 per annum                                                         |
| <b>Hours</b>                  | 37 hours per week                                                                   |
| <b>Contract opportunities</b> | 1 permanent position and 1 fixed-term position to March 2027                        |
| <b>Location</b>               | Oxfordshire, with travel across the county as required                              |
| <b>Responsible to</b>         | Direct Payment Advice Team Leader                                                   |
| <b>Responsible for</b>        | No direct line-management responsibility                                            |
| <b>DBS requirement</b>        | Appointment is subject to a satisfactory Disclosure and Barring Service (DBS) check |

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### **Main purpose of the job**

To provide accurate, accessible and timely information, advice and practical support to adults, parents of children, carers and representatives who are considering, setting up or managing a Direct Payment. The postholder will help people use Direct Payments safely and effectively to meet assessed care and support needs, maximise choice and control, and comply with relevant legislation, regulation and Oxfordshire County Council policy.

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### **Main duties and responsibilities**

- Provide person-centred information, advice and guidance on Direct Payments, explaining options, responsibilities, risks and available support in a clear and accessible way.
- Support new recipients to establish suitable Direct Payment arrangements promptly, including managed accounts, payroll support and arrangements for employing personal assistants or purchasing support from providers.
- Provide ongoing advice to Direct Payment recipients, carers, families, authorised persons and representatives on the effective and lawful use of Direct Payments.
- Manage a varied caseload and respond to telephone, written and digital enquiries accurately, sensitively and within agreed service standards.
- Identify and respond appropriately to complex issues, including employment responsibilities, tax and National Insurance, pensions auto-enrolment, insurance, mental capacity, safeguarding, delegated healthcare tasks and appropriate use of public funds.
- Work collaboratively with social care and health practitioners, finance teams, payroll and managed-account providers, legal services, commissioned services and external partner organisations.
- Promote Direct Payments and contribute to briefings, meetings, training and information sessions for colleagues, people who use services and partner organisations.
- Maintain complete, accurate and timely case records, correspondence and management information using Council systems, in line with information governance and retention requirements.
- Apply relevant legislation, statutory guidance, Council policy and operational procedures consistently, seeking management or specialist advice where required.
- Identify concerns early, agree proportionate actions and escalate safeguarding, financial or compliance risks appropriately.

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- Contribute to service improvement by sharing learning, identifying recurring issues and supporting improvements to guidance, processes and resources.
- Undertake other duties consistent with the nature and grade of the role.

### Key working relationships

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- Adults and children receiving care and support, carers, families, authorised persons and representatives.
- Adult and children's social care practitioners, team managers, finance colleagues and commissioning teams.
- NHS colleagues and other health professionals.
- Payroll, managed-account, insurance and support providers.
- Personal assistants, care and support providers, voluntary organisations and advocacy services.
- Legal, safeguarding, complaints, information governance and other Council services.

### Scope and accountability

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- Organise and prioritise an individual workload within agreed procedures and service standards.
- Exercise sound judgement, recognise the limits of the role and escalate high-risk, disputed or exceptional matters promptly.
- Handle confidential personal, financial, employment and health-related information and maintain professional boundaries.
- Provide information, advice and practical support, but not regulated legal, financial or clinical advice.

### Standard responsibilities for all staff

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- Work in accordance with Oxfordshire County Council's values, policies, procedures and standards of conduct.
- Promote equality of opportunity, dignity and inclusion, and make reasonable adjustments so that information and support are accessible.
- Comply with safeguarding, health and safety, information governance, data protection and confidentiality requirements.
- Take reasonable care for your own health and safety and that of others affected by your work, and report concerns promptly.
- Take responsibility for personal learning and maintain up-to-date knowledge relevant to the role.
- Work flexibly across the service and attend meetings or visits at different locations when required.

This job description describes the main duties and responsibilities of the post. It is not intended to be exhaustive and may be reviewed to reflect service needs, organisational change or legislative developments following appropriate discussion with the postholder.

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### PERSON SPECIFICATION

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#### Direct Payment Advisor

| Status    | Criteria                                                                                                                                                                                                           | How assessed |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Essential | Knowledge and understanding of Direct Payments and the principles of choice, control, independence and person-centred support.                                                                                     | A / I        |
| Essential | Understanding of relevant legislation and guidance, including the Care Act 2014, Mental Capacity Act 2005 and applicable health Direct Payment regulations.                                                        | A / I        |
| Essential | Awareness of employer responsibilities relevant to people employing personal assistants, including HMRC requirements, tax and National Insurance, employment status, workplace pensions and appropriate insurance. | A / I        |

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| Status    | Criteria                                                                                                                                                        | How assessed |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Essential | Experience of providing accurate information, advice or casework support to members of the public, customers or people using services.                          | A / I        |
| Essential | Excellent verbal and written communication skills, with the ability to explain complex information clearly and adapt communication to individual needs.         | A / I        |
| Essential | Ability to manage competing priorities, meet deadlines, maintain accurate records and follow detailed procedures.                                               | A / I        |
| Essential | Ability to analyse information, identify risks and reach evidence-based, proportionate conclusions.                                                             | A / I        |
| Essential | Strong interpersonal skills and the ability to work constructively with colleagues, partner organisations and people in challenging or sensitive circumstances. | A / I        |
| Essential | Confident use of Microsoft 365 and case-management or administrative systems, with the ability to learn new digital processes.                                  | A            |
| Essential | Commitment to equality, diversity, inclusion, dignity, safeguarding and high standards of customer service.                                                     | A / I        |
| Essential | Full driving licence, appropriate business-use motor insurance and access to a vehicle for work purposes.                                                       | A            |
| Desirable | Experience of working in adult or children's social care, health, payroll, welfare rights, advocacy, employment support or a related advice environment.        | A / I        |
| Desirable | Practical experience of Direct Payments, personal budgets, employing personal assistants, managed accounts or payroll arrangements.                             | A / I        |
| Desirable | Experience of delivering briefings, training or group information sessions.                                                                                     | A / I        |

**Assessment key: A = Application form | I = Interview**

### Working arrangements and special conditions

- The role involves regular use of display-screen equipment and telephone or online communication.
- Travel across Oxfordshire is required. Reasonable adjustments will be considered in line with the Equality Act 2010.
- The postholder may encounter sensitive, distressing or contentious situations and will be expected to respond calmly and professionally.
- Appointment to this post is subject to a satisfactory Disclosure and Barring Service (DBS) check.

*Prepared for recruitment use. Final grading, pre-employment checks and contractual terms remain subject to Oxfordshire County Council approval and recruitment processes.*