**Role:** Independent Living Payments Advisor

**Reports to:** Independent Living Payments Team Leader

**Direct reports:** None

**Hours: 37.5 hours a week**

**Department Structure:**

**Disabled People Requirements**

Head of Commercial and Social Enterprise

ILP Team Leader

Independent Living Payment Advisor

Customer facing role

**Job purpose:** To provide support to a caseload of disabled people across Bristol, Bath, and South Gloucestershire that receive a Direct Payment from the local authority or NHS, in order to empower them to have choice and control over that Direct Payment and to live the life that they choose. To ensure that the voice of the disabled person is paramount in the decision making that affects them

**Key tasks or duties:**

Accountability:

* *Responsibility for a caseload of disabled people that receive a Direct Payment from the local authority or NHS*
* *Ensuring that disabled people are supported to be compliant with recruitment and employment legislation, as well as HMRC requirements*
* *Supporting disabled people to use the Direct Payment in line with local authority or NHS guidance*
* *Helping disabled people to be effective employers and to recruit, manage and retain new staff*
* *Conducting regular reviews and audits of individual disabled people’s Direct Payment responsibilities*
* *Responsibility and care of equipment required to carry out the role*

Independence of Action**:**

* *Ensuring that the agreed processes are followed and are suitable to the disabled people’s needs*
* *Identification and reporting of areas which need improving*
* *Finding ways to take feedback from people who use the service and involving them in designing service improvements*

Complexity**:**

* *Customer service: Taking a person centred approach to handling customer demand as it comes into WECIL through the phone line or email*
* *Social model of disability: Supporting the disabled person to overcome any barriers they face and empowering them to have choice and control over their lives*
* *Accessibility: Ensuring the service is as accessible as possible to the widest range of people e.g. providing information in a range of formats, providing translating and interpreting as required*
* *Empowerment~~:~~ Supporting disabled people to access the range of WECIL’s services*
* *Rights based approach: Assisting disabled people to overcome the barriers they face in setting up and managing their Direct Payment and their employer responsibilities*
* *Collaboration: Working with your WECIL colleagues and Social Work Teams to deliver on the purpose of the service*
* *Commitment: To prioritise and support disabled people with what matters to them*
* *Accuracy: Ability to be thorough, follow agreed processes and record all elements of activity on the databas*e

Relationships:

* *Building up strong and trusting relationships with the disabled people who use Direct Payments*
* *Working with the Clinical Commissioning Group and Local Authority Social Work and Finance Teams*
* *Referring to external and other WECIL services to help disabled people achieve what matters to them*

Direction*:*

* *Taking on new referrals until the Direct Payment is stable and is meeting what matters to the disabled person*
* *Managing the caseload on a day to day basis with support through regular supervision and case conferencing*

**Environmental Responsibilities:**

Contribute to WECIL’s commitment to tackling the climate emergency and improving the environment

**Dimensions:**

* Responsibility for financially administering disabled people’s accounts via an On Behalf Of (OBO) bank account including processing payments
* Responsibility for managing a caseload of disabled people with their Direct Payment
* Responsibility for supporting disabled people to manage the financial aspects of their Direct Payment
* Responsibility for indirectly supporting other people involved in supporting the disabled person with their Direct Payment; for example, Personal Assistants, nominated or authorised person

**General Responsibilities**

* Work within WECIL’s GDPR and Data Security Policies.
* Implementing WECIL’s Safeguarding Policy and taking a proactive approach to ensuring all everyone who access the service is safe, and any Adults at Risk are identified and supported
* Uphold WECIL’s Equal Opportunities Policies and ensure effective implementation in all relevant aspects of service delivery and staffing.
* Act at all times within WECIL’s rules, policies, procedures, Standing Orders and Financial Regulations and any other statutory requirements
* Observe WECIL’s Code of Conduct at all times and advise any suspected breaches to the Line Manager.
* To work to the WECIL Charter and support other staff members to do so
* To undertake training and development opportunities as required.
* To attend staff and team meetings as required.
* To observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, customers and visitors.
* Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skill level to respond to changing priorities and make sure that customer needs and business objectives are met.

**Signed: …………………………………… Date:……………………….**

**Post Holder**

**Signed: …………………………………… Date: ………………………**

**Line Manager**