
Temporary Independent Living Advisor (Maternity Cover – 9 months)

Job Description

The following information is designed to help Diverse Cymru staff and those people considering joining Diverse Cymru to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
2. Diverse Cymru is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
3. Diverse Cymru is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Salary: £17,802

Hours: 37 hours per week, flexi time policy operates
28 days annual leave plus public holidays

Reporting to: Senior Independent Living Advisor

Based in: Home Based. To mainly cover the County area of Ceredigion, but potentially be available to cover work in the other counties of Carmarthenshire and Pembrokeshire.

Prime Objectives of the Post:

The post holder will provide support to either adults or the families of disabled children and young people who are in receipt, or who wish to be, of Direct Payments by:

- Make first contact with service user within 48 hours of receipt of referral; ascertain language, communication and access requirements and times service user is available; book first visit
- Providing assistance to disabled people who become Personal Assistant (PA) Employers and assisting them in maintaining this role
- Providing employment services and all aspects of individualised support to service users
- Maintaining regular contact with service users by undertaking monthly visits and engaging in communication using a range of communication methods
- Assisting in securing the continuation of services and implementation of contingency arrangements by providing immediate notice of all personal sickness/annual leave arrangements to Senior ILAs and (except in the case of sudden illness) preparing comprehensive hand-over notes
- Liaising with Diverse Cymru's DBS Officer to organise PA DBS checks on behalf of the employer

Responsibilities:

- Will be expected to work collaboratively with other Direct Payment team members and external partners involved in the Direct Payments process

Supervision and Guidance:

- Reports to the Senior Independent Living Advisors but will be expected to work under their own initiative
- Will work closely with other Direct Payment team members in terms of consistent work practices, mutual support and sharing of information and good practice on support work

Range of Decision-making:

- Will be required to exercise a high degree of professionalism, consistency and accuracy in relation to the role
- Will be expected to determine and analyse outcomes of the service

Responsibility for Assets, Materials etc:

- Responsible for data collected in pursuit of the above objectives
- Access to paper/computerised records containing service users' personal and financial information
- General responsibility for all equipment and furniture belonging to Diverse Cymru in the post-holder's work space

Contacts:

Operational and strategic contact with:

- Service providers and service users
- Agencies involved in related information and support services

Range Of Duties:

Provision of General Advice and Information on Direct Payments

Responding to enquiries about Direct Payments from:

- Disabled people
- Officers from the 3 West Wales Counties' council social services
- Other bodies or agencies
- Outlining benefits and responsibilities to disabled people referred to the scheme in employing PAs, including information on legal responsibilities, tax & National Insurance, health & safety, insurance, automatic enrolment pensions, etc.
- Outlining benefits and responsibilities to families referred to the scheme in engaging an agency
- Raising awareness about the Direct Payments Scheme, in conjunction with the DCDPRSSM and other team members

Providing Information, Training and Support to Disabled People who wish to become Personal Assistant (PA) Employers

Providing the link between social services and the individual referred to the scheme:

- Interviewing disabled people in their own homes, or Diverse Cymru offices as appropriate, about their support needs
- Writing and updating reports on all casework
- Assisting with converting a care plan into a Direct Payments Scheme

- Attending and participating in conferences and training events in connection with Direct Payments.
- Liaising with social workers to promote Direct Payments
- Assisting with drafting job descriptions of Personal Assistants (PAs)
- Providing information on pay structure and support with budgeting for employer's costs
- Arranging DBS checks for PAs
- Assisting with drafting and placing of job adverts
- Responding to enquiries, accepting and forwarding returned application forms from prospective PAs
- Supporting and assisting in interviewing PAs (where required)
- Providing ongoing support and assistance to the 3 West Wales Counties' Finance Officers in addressing any recommendations following financial audits of the PA Employer
- Finalising recruitment arrangements by assisting with:
 - Checking of references
 - Establishing terms and conditions of employment
 - Drafting employment contracts and job descriptions for Pas
- Ongoing support of the PA Employer
- Providing information about and assisting PA Employers to set up good record keeping and financial management systems through home visits and training days
- Providing up-to-date information and explanation of employment law, tax and National Insurance requirements, health and safety and community care legislation.
- Providing assistance and support to PA Employers regarding management of PA's including training and resolving disputes
- Developing knowledge of and links with other support agencies and being able to refer PA Employers to them as appropriate
- Liaising with local media on advertising for people interested in PA work, maintaining a current list of people interested in PA work and sending application forms accordingly for posts.

Payroll and managed banking service - To ensure the smooth operation of the Direct Payments payroll and managed banking service using our bespoke payroll and managed banking software environment for pay details, calculations and deductions and all managed banking tasks.

- Independently operate the Payroll System and produce payslips/reports for each Service User (Employer) when Direct Payment Advisors are on leave.
- Act as a Payroll Agent for the Service Users and complete all HMRC online filing, keeping copies of forms on the software environment
- Liaise with Service Users to collect timesheet information, including hours, annual leave, and other leave and other information when required
- Conduct daily income and expenditure reconciliation checks and monthly manual checks and liaise with Employers (service users) and the Council regarding any hours, leave, pay or other variances
- Undertake all necessary processing of Direct Payments Service User payments received from Cardiff Council and/or Direct Payments service users
- Liaise with Service Users regarding payments they wish to make and ongoing management of their accounts
- Provide regular income and expenditure statements to service users and authorised Council Officers.
- Liaise with Council Staff and Finance Officers in relation to variations and anomalies and changes in income and expenditure.
- Produce regular reports and in conjunction with the Finance manager ensure accurate reconciliation of service user accounts.

Additional Responsibilities

- Providing cover for the Senior Direct Payments Payroll and Managed Accounts Officer and the Direct Payments and Managed Accounts Officer when necessary
- Undertaking, if agreed, a PA training role
- Undertaking any administrative tasks related to the above duties
- Recording and maintaining written records following attendance or participation at any external events or meetings; detailing the nature of the event, its organiser(s) and identifying any networking opportunities

The Independent Living Advisor will also be required to undertake any other duties as required which are appropriate to the work of Diverse Cymru which are commensurate with the responsibility levels of the post and bearing in mind the developing nature of the service.

