



**WILTSHIRE  
CENTRE FOR  
INDEPENDENT  
LIVING**

**INDEPENDENT LIVING:  
DIRECT PAYMENT ADVISER**

**APRIL 2024**



# Independent Living: Direct Payments Adviser

Location: Wiltshire Centre for Independent, 11 Couch Lane, Devizes. SN10 1EB

Hours: 25 hours per week (days/times to be negotiated/confirmed)

Salary: £24,112 pro rata

Reporting to: Direct Payment Team Manager

Length of Contract: Permanent

Closing Date: 12 noon Monday 20th May 2024

Interview Date: Wednesday 29th May 2024

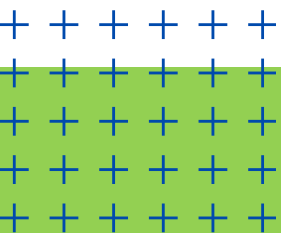
## Applications

To apply for this vacancy please download an application pack from our website:  
<https://www.wiltshirecil.org.uk/get-involved/>

or email [info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk) to request an application pack

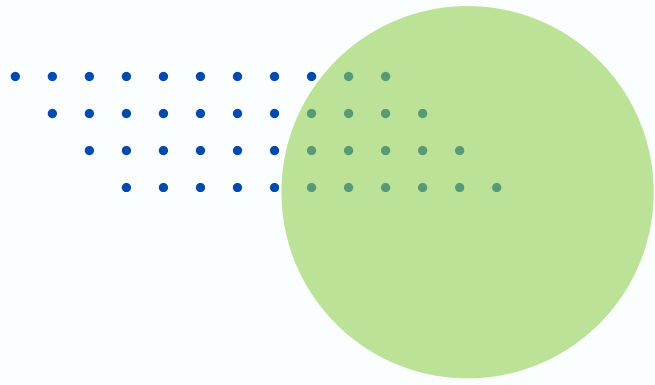
For an informal conversation regarding this role please contact:  
Louise Maddox - Direct Payment Team Manager or Kate Tutssel Director or  
Development and Delivery  
0300 1233 442  
[Louise@wiltshirecil.org.uk](mailto:Louise@wiltshirecil.org.uk) / [Kate@wiltshirecil.org.uk](mailto:Kate@wiltshirecil.org.uk)

Our posts are open to all, and applications from disabled people are particularly welcome using the usual application processes.  
An enhanced DBS check is required for this role.



# THE ROLE

## Independent Living: Direct Payments Adviser



### Overall Objectives:

To provide appropriate, relevant and best-available advice to direct payment recipients enabling them to make informed decisions on the management of their direct payment money.

This will include supporting direct payment recipients to lead independent lives through choosing their type of care, successfully employing their own Personal Assistants providing them with information and advice on budgeting, employment rights, recruitment, payroll, processing DBS checks and how to be a good employer.

### Background:

The Direct Payment Support Service is commissioned by Wiltshire Council.

Wiltshire CIL have been providing a well established, high quality, effective and comprehensive Direct Payment Support Service in Wiltshire for 10+ years.

Supporting in excess of 1400 individuals throughout Wiltshire to successfully set up, receive and manage their direct payment, so that they are able to remain independent in their own homes, having choice and control over their lives.



# KEY RESPONSIBILITIES

Applicants should use their application form to demonstrate how they meet key responsibilities and criteria for the job giving clear evidence to support any statements they make.

## Choice and Control

- Provide information to enable disabled and older people to make an informed decision as to whether or not they wish to have a direct payment.
- To promote the use of direct payments through the delivery of training and promotional sessions when required.
- To ensure that information provided is in accessible formats according to the person's requirements.
- To support people to understand choices available to them, linking with all of the services that are available to people in receipt of direct payments, encouraging them to find options to get involved in a wide range of opportunities both within Wiltshire CIL and throughout Wiltshire.

## Advice and Information

- Provide ongoing advice and information to enable people to successfully manage their direct payment and their choice of care independently.
- Ensure that the information and advice provided assists people to set up and manage the financial side of the direct payment including the budgeting of their funds as appropriate.
- Ensure people receive good support with the external payroll service and the employment law helpline.

## Quality and Sustainability

- Provide support to those employing personal assistants directly ensuring that the information and advice provided covers the necessary employment law and good practice.
- Provide support with recruiting PA's e.g. advertising and processing DBS Checks
- Promote the principles of being a good employer
- Ensure that services are provided in accordance with Wiltshire CIL's Confidentiality, Equal Opportunities, Health and Safety, Quality Assurance and any other relevant policies as required.



# KEY RESPONSIBILITIES

...continued

## Partnership Working

- To liaise and develop good working relations with all of the Wiltshire CIL teams in order to have a full understanding of the work across the organisation and be a part of all the workings within CIL.
- To work with Wiltshire Council staff to promote Direct Payments and Independent Living in Wiltshire.
- To liaise with other voluntary and statutory organisations and provide referrals and signposting where appropriate as agreed with the person.

## Effective Administration

- To ensure that sufficient and accurate records are kept of all interactions with the direct payment recipient, Wiltshire Council staff and other related workers, using Charity Log to record all interactions, ensuring they are in accordance with current legislation and Wiltshire CIL's policies and procedures.
- To regularly update and collate information for the purposes of statistical monitoring and evaluation in accordance with Wiltshire CIL's contractual requirements, policies and procedures.

## Other Duties

- To attend staff/volunteer meetings and supervision sessions as required by the line manager.
- To undertake such other duties as may be required by the Manager or Wiltshire CIL's Board of Management that are consistent with the overall aims of the post.
- The post may include attending some meetings during unsocial hours as agreed in consultation with the DP Manager.



# PERSON SPECIFICATION

## Knowledge and Experience we are looking for:

- 1 Understanding of and commitment to the principles of independent living, the social model of disability and the empowerment of disabled people. (E) (I)
- 2 Experience of working in social care (minimum 2 years). (E) (I)
- 3 Experience of enabling others to achieve their objectives. (E) (I)
- 4 Experience of providing information, support and advice on a one-to-one basis (E) (AF)
- 5 Good understanding of direct payments and personal assistants. (D) (AF)
- 6 Knowledge of funding and administration mechanisms for independent living, direct payments and personal assistant packages (D) (AF)
- 7 Personal experience as a disabled person of the barriers faced by disabled people. (D) (AF)
- 8 Personal experience of self-managing an independent living package. (D) (AF)
- 9 Experience of providing support through an independent living or direct payments support service. (D) (AF)
- 10 Knowledge of employment law and tax procedures. (D) (AF)
- 11 Experience of processing DBS checks. (D) (AF)

E - Essential

D - Desirable

AF - Assessed through Application Form

I - Assessed at Interview



# PERSON SPECIFICATION

## Skills and Abilities we are looking for:

- 1 Ability to establish empathetic and productive support relationships with individuals (E) (I)
- 2 Enthusiastic, self-motivated and used to working on own initiative. (E) (I)
- 3 Excellent interpersonal and communication skills, both written and verbal, and ability to interact effectively with people at all levels. (E) (I)
- 4 Excellent facilitation and negotiation skills (E) (I)
- 5 Works concisely to a high level of accuracy and displays attention to detail. (E) (AF)
- 6 Excellent working knowledge of Microsoft Office applications. (E) (AF)
- 7 Ability to foster good working relationships internally and externally. (E) (AF)
- 8 Ability to prioritise a complex workload and meet tight deadlines (E) (AF)
- 9 Shows a flexible attitude to team roles, works effectively within a team to meet shared objectives. (E) (I)
- 10 Shows initiative and creativity to resolve complex issues. (D) (I)
- 11 Knows when to seek and make positive use of support, guidance and supervision (E) (AF)
- 12 Works with an attitude of continuous self-improvement (E) (AF)

E - Essential

D - Desirable

AF - Assessed through Application Form

I - Assessed at Interview



# WHO WE ARE



Wiltshire Centre for Independent Living is a Disabled Persons User Led Organisation, set up in 2005 by a group of disabled people to support disabled people living in Wiltshire to have choice and control to live independent lives. We are a registered charity.

Our vision is for all disabled people to be able to live independently through individual choice, control and equal rights. Our mission is to provide the support required to achieve this.

Wiltshire Centre for Independent Living supports disabled people so that they can live full and independent lives as valued members of their community.

## GOOD LIFE

All of the work at Wiltshire CIL is driven by what disabled people need to live a good life, we ask:

- What does a good life look like to you?
- What have you got to live that life?
- What do you now need?

## WE WANT WHAT YOU WANT

Everyone wants the same things to live well:

- A home
- Equal and meaningful relationships
- To be valued and have purpose
- To be hopeful about the future

People need choice and control to live good independent lives

Everyone can be supported to live their good life.





# WHO WE ARE

continued...



## WCIL SERVICES: WORKING TOWARDS A GOOD LIFE



# WORKING AT WILTSHIRE CIL



Wiltshire CIL is a fast-paced environment, and you will need to be enthusiastic and self-motivated to further develop and continue to advance this service. The rewards are great! You will be working for an award-winning organisation and with a team that is committed to ensure everyone in Wiltshire has a good life of their choosing.



You will be based in our Devizes office. You will be part of a friendly, supportive and hard-working team who passionately believes in supporting disabled people to have choice and control in their lives.



There is mandatory 6 months probation period for all staff. The successful candidate will receive an induction and all the training needed to undertake the role.

## Work Ethos

Wiltshire CIL's staff are expected to work on their own initiative and to be able to plan and prioritise their own work.

We are passionate about working with and supporting people to live their good lives.

We promote the work of Wiltshire CIL and safeguard its good name and reputation at every opportunity.

Wiltshire CIL's staff operate as a team and, from time to time, at the discretion of the Board of Management through the CEO, it may be necessary for staff to assist each other in their roles. A collective approach to work is, therefore, essential although members of staff have their own specific areas of responsibility.

## Benefits

Access to the Employee Assistance Programme (EAP)

Standard 35 hour working week (pro rata)

28 days annual leave (pro rata) plus bank holidays

Training and development

Auto-enrolment Pension Scheme (The Peoples Pension or NEST)





## **Wiltshire Centre for Independent Living**

11 Couch Lane, Devizes, SN10 1EB

Charity no. 1120611

Company no. 5480761

[www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)

0300 1233 442