

IDEAL FOR ALL LTD
JOB DESCRIPTION

POST:	Direct Payments Advisor
POST REFERENCE:	DPA0326
SALARY:	£26,320 - £27,783 FTE (37Hrs) - Depending on Skills and experience
RESPONSIBLE TO:	Direct Payment Manager or as advised

Job Summary:

The Direct Payments Advisor will work with individuals, to support them to access and manage direct payments, ensuring they can live independently and make informed decisions about their care and support services. You will provide advice, guidance, and administrative support to clients, helping them navigate the complexities of direct payments and personal budgets, ensuring their rights and preferences are respected.

To support the continuous development and co-ordination of the company's Direct Payment Support Service following processes & procedures. This will include an introduction to service users about Direct Payments and comprehensive training and support to implement and manage their Direct Payment. To collaborate in the successful delivery of Direct Payments Service Level Agreements and contracts.

Key Tasks:

Direct Payments Advice and Guidance

1. Provide clear, accurate, and accessible advice via telephone, email or in person (home visits) to individuals on direct payments, personal budgets, and other related services.
2. Assist clients with setting up and managing their direct payment accounts, including payroll/Auto Enrolment/Pensions and employment of personal assistants (PAs).
3. Help clients understand their responsibilities as employers, including contracts, legal obligations, and record-keeping.
4. To provide guidance to DPRs when problems arise with their Direct Payment budget
5. Work with clients to ensure they fully understand the choices available to them and make informed decisions about their care.

Administrative Support

1. Provide administrative support, including setting up payroll, monitoring direct payment accounts, and assisting with the recruitment of PAs if needed.
2. Maintain detailed up-to-date records of all interactions with clients on the company database and provide reports to management as required.
3. To assist DPRs with Disclosure and Barring Service (DBS) Checks.
4. To be flexible and work on any activities that have been developed within the provision of Personal Budgets such as Payroll, Managed Accounts and Support Planning etc. and including any specific service provision for diverse client groups e.g. People with mental health issues and Learning Disabilities.

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5. To support all within the Direct Payments support service, as required. To ensure effective record keeping, performance monitoring and delivery against SLA's/Contracts and provide up to date reports as required.

Team and Partnership Working

1. Work closely with local authorities, social workers, and other professionals involved in the client's care to ensure a smooth and coordinated service.
2. Act as a point of contact for any issues related to direct payments, supporting the client where necessary.
3. To liaise with other staff to seek specialist assistance for DPRs whether this be internal staff or external expertise
4. To provide cover to the service when advised or felt necessary and to operate within a team environment, demonstrating support and flexibility to your team members.
5. To work with team members and management to share and promote good practice and to work co-operatively to ensure consistency in working practices wherever possible and to champion continual improvement

Training and Workshops

1. Deliver workshops and training sessions to clients, carers, and professionals on the direct payments process and related topics.
2. Keep up-to-date with changes in legislation and policies affecting direct payments and ensure that the advice provided is current and accurate.
3. To undertake all necessary training to keep abreast of the changes to employment and wage payment legislation.
4. To work in line with all relevant legislation regarding Adult Protection and Children's safeguarding policies and procedures.
5. To arrange training and development opportunities for disabled people in relation to their skills, knowledge and aspirations
6. To participate in national events, attending various conferences and meetings with other Direct Payments Service (or similar) schemes.

Generic Tasks:

1. To maintain confidentiality of any material and information handled at all times. If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way and hold data only for the specified registered purposes and to use or disclose the data, with the prior approval of their line manager, only to authorised persons or organisations. The data and equipment remains the property of Ideal for All and must not be taken out of the workplace without the written permission of the Chief Executive.
2. To attend relevant meetings within the company as required; work as part of wider IFA staff team and undertake any other relevant tasks as deemed necessary and delegated by the management
3. Where it is appropriate the post holder is required to liaise with, train and manage any volunteer who is assigned to their area of work
4. The post holder will uphold the working remit of IFA's "user-led-ethos".
5. All employees will recognise and uphold the social model of disability and utilise this model in their work with disabled persons

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6. Type/word-process relevant documents via electronic information
7. Utilise financial and statistical tools and reports using spreadsheets.
8. Manage, organise, and update relevant database applications.
9. Communicate and provide information by relevant methods internally and externally to assist and enable organizational operations and effective service to connecting groups.
10. Analyse and interpret statistics and other data and produce relevant reports.
11. Interpret requests, instructions and issues and implement actions according to administrative policies and procedures.
12. Research and investigate information to enable strategic decision-making by others.
13. Arrange and participate in meetings, conferences, and project team activities.
14. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
15. Maintain hard copy and electronic filing systems.
16. Sign for and distribute mail and packages
17. Research, price, and purchase office, general, specialist e.g. disability equipment and supplies for the whole company as when authorised to do so
18. Co-ordinate and maintain appropriate records for management e.g. staff absence, office space, phones, parking, company credit cards and office keys.
19. Organise and co-ordinate meetings and conferences.
20. Provide induction assistance for new employees.
21. Organise accommodation and entertainment arrangements for company visitors when authorised to do so
22. Obtain supplies and/or making, serving food, drinks and refreshments etc
23. Distribute company flyers, publicity etc when authorised to do so
24. Make travel arrangements on behalf of the company when authorised to do so
25. Schedule Meetings/Conference Calls
26. Take Dictation/Transcription/notes recordings etc of meetings etc
27. Supervising other staff when authorised to do so
28. The post holder should make themselves aware of and ensure they adhere to all Ideal for All's policies and procedures.

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29. You will be required to work flexibly around the business needs of the Company and therefore some evening and/or weekend work may be required of you in order to benefit the Company.

Disability Confident

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. This information is available on request and can be provided in accessible formats.



PERSON SPECIFICATIONRe: **Direct Payments Advisor**

1. Factors	2. Essential	3. Desirable
Education	-Evidence of education and qualifications to GCSE standard or equivalent	NVQ/Edexcel National or equivalent HR Qualification
Training	-Word Processing -IT Literate	Customer Care, IT qualification,
Experience	- Work within a social care or disability support setting -Experience of Direct Payments Advisory role -Experience advising and supporting vulnerable individuals or those with disabilities -Good computer literate competency in a work environment, including proficiency in Microsoft Office and financial software systems. Minimum of 1 year experience in similar role	Work within a Direct Payments environment Work within a payroll/HR environment
Special Skills/ Knowledge	-Knowledge of Care Act -Ability to understand and undertake the Direct Payments advice to Service Users -Skilled in identifying what service users perceive as a problem and resolving the problem wherever possible - Excellent communication and interpersonal skills, with the ability to explain complex information in a simple and accessible manner. - Strong organisational and time management skills, with the ability to manage a varied workload and meet deadlines.	Knowledge of Payroll issues and direct payments legislation. Knowledge of Employment Law legislation.
Personal	-Effective team worker -Shows initiative & ability to work to deadlines. -Ability to deal with confidential issues sensitively - Flexibility and adaptability to meet the changing needs of the role.	
Interests and Motivation relevant to the job	-A genuine interest in development and equality issues of disabled people	A positive approach to training and personal development of self and others
Commitment	-To Equal Opportunities, and Health & Safety policies. -To being confidential and sensitive to issues of equality and privacy. -To providing a quality service - A commitment to empowering people with disabilities to live independently and have control over their own lives. - A non-judgmental, respectful, and person-centered approach to working with clients.	To self development
Additional requirements	- A valid driver's license and access to a vehicle - DBS check (Disclosure and Barring Service) required. - Willingness to travel and attend meetings or training sessions as needed.	

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Status and Review of the Role:

This Job Description is designed to identify the principal responsibilities of the post. The post holder is required to be flexible in developing the role in accordance with changes within the Company's management agenda and priorities. Consequently this job description is a non-contractual document and will be subject to review and amendment, in consultation with the post holder, in order to meet the changing needs of the service and the organisation.

Acceptance:

I accept the above job description as a guide to the work I will be required to carry out, however accept that the job description may need to be amended from time to time in line with the needs of the business:

Name:	Signature:	Date:
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Ideal for All Ltd

Registered Charity No. 1070112 – Company Limited by Guarantee No. 03196518