COMHAIRLE NAN EILEAN SIAR

JOB DESCRIPTION

Job Title:	Self-Directed Support Assistant	**Job Number:**	9640
Department:	Health & Social Care	**Grade:**	D
Location:	Council Offices, Sandwick Road	**Date:**	2026
Responsible To:	Chief Officer (Health & Social Care)		

Job Purpose

The main purpose of the post is to co- ordinate the delivery of the Self-Directed Support Act (2013) including providing information, advice and support to people who access Direct Payments.

The post holder will co-ordinate a range of projects/areas of work across Direct Payments policy, professional practice, and guidance.

Duties

1. Responsible for the provision of all administrative duties required for Self-Directed Support, in particular Option 1 (Direct Payments).
2. Provide information, advice, and support to people who are in receipt of Self-Directed Support options as well as their appointed guardians on behalf of Health and Social Care Partnership Services.
3. Responsible for processing all financial tasks relating to Direct Payments within the agreed deadlines including checking, monitoring, and auditing monthly reconciliations for Direct Payment accounts.
4. Responsible for processing and controlling payments to Direct Payment client accounts.
5. To provide guidance on best practice to colleagues and other professionals on Self-Directed Support policy and procedures.
6. To be responsible for the preparation, co-ordination and distribution of client-held records including service agreements and care plans and issue all other associated paperwork to people who access Self-Directed Support.
7. Responsible for investigating and resolving any enquiries in relation to Direct Payments at the first point of contact where possible.
8. Produce data reports relating to Direct Payments for Partnership Services management as required.
9. General tasks involved in Self-Directed Support administration.
10. To provide good customer care by displaying an efficient, effective, professional, and sympathetic manner when dealing with people, treating all enquiries in a fair, sensitive, and confidential manner.

11. Liaise with relevant providers and professionals as required.
12. Assisting with ongoing development of Direct Payment processes.



General Accountabilities

1. To ensure that all information received and disseminated, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.
2. To ensure compliance with Standing Orders and Financial Regulations of the Comhairle.
3. To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.
4. As the Comhairle is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Comhairle's Risk Management Policy.
5. To comply with the Comhairle's Equal Opportunity Policy in Service Delivery and Employment, thereby promoting a fair and quality service to all.
6. To keep under review your own development needs. Learning needs should be discussed and determined at your annual Performance Appraisal and you will be required to undertake training as identified and as appropriate and required for the effective performance of the duties of the post.
7. Any other duties or responsibilities that may need to be allocated from time to time to ensure the efficiency of the service.



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PERSON SPECIFICATION

This form lists the essential and desirable criteria required. Applicants will be leeted on the basis of meeting the criteria. Please ensure you complete your application form considering the criteria below.

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CRITERIA	ESSENTIAL	DESIRABLE
Knowledge	E1. Knowledge and understanding of effective customer care. E2. Knowledge of Health & Social Care services with a good understanding of Self-Directed Support. E3. Understanding of essential elements of office Procedures.	
Skills and Abilities	E4. Competence in use of IT systems with a working knowledge of Microsoft Office applications. E5. Experience of dealing with customers in a polite, friendly, and positive manner. E6. Highly motivated with the ability to work on own initiative, including planning and organising own work, assessing priorities and meeting deadlines. E7. Ability to identify and propose solutions to problems which may arise. E8. Ability to give unwelcome decisions assertively. E9. Willingness to work as part of a team and support Colleagues. E10. Ability to accept direction/delegation. E11. Excellent verbal and written communication skills. E12. Excellent typing accuracy and speed.	D1. Experience of CareFirst or equivalent client management systems. D2. Ability to actively listen to people and their families, team members and members of the public.
Education and Experience	E13. Considerable experience of working in office administration. E14. Experience of dealing with a demanding and varied workload.	**Continued on Following page**

	E15. SVQ Level 2– Administration or equivalent Qualification or experience	
Other Factors	E16. Integrity & discretion when processing confidential information.	D3. Ability to communicate in Gaelic. D4. Full UK Driving Licence.