

## Kent County Council

### Job Description: Case Officer

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<b>Directorate:</b>	<b>Adult Social Care &amp; Health</b>
<b>Unit/Section:</b>	<b>DCLDMH</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Team Manager Quality and Standards Team</b>

#### **Purpose of the Job:**

Within the local social care and health systems, work with people we support and their support networks, including service providers to ensure support is appropriately coordinated and communication is effective between agencies and other parties. Work closely with service providers and other agencies to support clients working towards their independence and wellbeing goals and outcomes. Monitor, review and modify care and support accordingly using a holistic approach to consider whole house support as well as individual need.

#### **Main duties and responsibilities:**

1. Work with people in partnership with service provider and local health and social care network. Monitor, review and modify care and support alongside their statutory reviews to ensure a holistic overview is considered and maintained in delivery of support provision.
2. Work in partnership with service providers to conduct audits of individuals care and support plans to ensure the level of service is appropriate to meet their assessed eligible needs and monitor to address any changing needs within the appropriate authorization thresholds. Identify the appropriate specialist expertise that may be required to deliver the Audit and/or subsequent review e.g. Occupational Therapist.
3. Support integrated working with a range of teams, partner organisations and other parties to offer a broad range of options to individuals and carers. Develop care and support arrangements, supporting people and their carers to build and maintain community links and optimise independence and wellbeing. Support Quality and Standards Officers to develop and maintain provider relationships developing and monitoring service delivery
4. Develop and maintain an extensive knowledge of available resources to support people and their carers in the commissioning of ongoing services. Through a range of interventions, direct management and signposting, support people to access the voluntary sector, information, advice & guidance.
5. Co-ordinate specialist interventions with other professionals to ensure that care and support is delivered in a person-centred and timely manner. Identify and refer any concerns to the relevant team to ensure people are fully supported as required.
6. Work closely with safeguarding coordinators, community teams, providers, counter fraud and strategic commissioning to ensure safeguarding concerns are raised and monitored.

7. Work collaboratively with service providers to support the service provider workforce. Offer positive peer challenge and professional support to develop practice and upskill the workforce, including showing techniques.
8. Create and maintain accurate, up to date and reliable data, information and records in line with information governance framework requirements, standards and best practice to ensure compliance with legislation.
9. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: Case Officer

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent, demonstrating numeracy and literacy.</li> <li>• Level 2 (working towards Level 3) Diploma in Health and Social Care or demonstration of equivalent experience/knowledge.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience and/or interest of working with people with social care needs (e.g. learning disability, physical disability, older persons, mental health).</li> <li>• Working in a multi-agency environment/partnership</li> <li>• Experience or demonstrated interest in providing a service to the public</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with clients, carers, colleagues and partner agencies through written and verbal communications</li> <li>• IT skills and effective use of Microsoft Office programs</li> <li>• Ability to work effectively under own initiative to prioritise own workload and as part of a team</li> <li>• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery</li> <li>• Understanding and compliance with KCC's performance monitoring requirements.</li> <li>• Ability to build and develop effective working relationships across a wide range of internal and external partners</li> <li>• Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence</li> <li>• Ability to reflect on and critically analyse own performance in an effective way</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner to ensure the needs of the service are met.</li> </ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Awareness of key policies, legislation and statutory guidance, including the Care Act</li> <li>• Awareness of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation</li> <li>• Awareness of Safeguarding, Mental Capacity Act/ DoLS policies and processes</li> <li>• Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations</li> <li>• Awareness of the needs of the client group (e.g. learning disability, physical disability, older persons, mental health)</li> <li>• Awareness of financial procedures appropriate to the job</li> <li>• Awareness of alternative service and community assets</li> <li>• Understanding of personalisation principles</li> </ul>
<p><b>BEHAVIOURS AND KENT VALUES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>