

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People/Physical Disability  
**Grade:** KR10  
**Responsible to:** Team Manager

**Purpose of the Job**

Manage a caseload of high level complexity clients a proportion of which will have specialist assessment requirements e.g long term conditions, autism, transition, mental health, advanced dementia or managing complex family relationships, ensuring the needs and outcomes for the individual are clearly evidenced against eligibility criteria. Develop support plans with clients designed to promote independence and determine the appropriate level of resource allocation required in order to meet their assessed eligible needs, taking into account any requirements under the Mental Capacity Act, Best Interests and Safeguarding of individuals.

Support people to identify and commission resources that enable them to choose the best support options that fit their assessed eligible need and preferred lifestyle choice providing on-going assistance, where required, in managing their support.

**Main duties and responsibilities:**

1. Support clients in proportionate holistic assessments (including where appropriate self-assessments and carers assessments), to ensure they are able to engage appropriately and identify needs and outcomes. This will include consideration / actions relating to the Mental Capacity Act and/ or Safeguarding.
2. Conduct assessments with a promoting independence and health and social care integration mind set, taking into full consideration the clients abilities, circumstances and support mechanisms in order to fully consider the level of intervention required to optimise the client's independence. Enablement services, telecare, equipment and minor adaptations to be fully considered and evidenced in the assessment.
3. Identify and document a person's eligible social care needs, the outcomes to be achieved through intervention and allocate financial resources in accordance with the Directorate's resource allocation system.
4. Identify and where appropriate manage any safeguarding and quality of care issues in line with directorate policy and practice requirements, taking forward appropriate actions and communicate with supervisor / line manager/ other directorate officers. Work to develop an understanding of the Designated Senior Officer role and undertake the role of investigating officer.
5. Communicate effectively with clients and families on a range of issues, some of which may be difficult and complex including risk management, in relation to promoting their

independence including information, benefit maximisation, support services and equipment in order to inform the range of choices available when a person comes to develop their package of support and manage risk. Take into account issues of mental capacity and duty of care as agreed with a supervisor. Present cases at Area Risk Management panel.

6. Ensure clients are fully engaged in the assessment process and are in control of decision making in order to optimise their opportunity to maintain independence through understanding the range of short term interventions they can access e.g. enablement. Arrange temporary and/or emergency support, where needed, so that a client or carer's immediate requirements are met and supported to avoid crisis. Agree promoting independence review timescales proportionate to the risks involved and to manage the case so that the client is able to focus on achievement of outcomes and maintaining independence and control.
7. Work with clients in developing their support plan, outcomes to be achieved and associated personal budget through to commissioning of their service as a direct payment or provider managed service. Support the client in commissioning of their ongoing service through a range of interventions – direct management, signposting to the voluntary sector, information, advice & guidance dependent on the abilities of the client / carer support.
8. Initiate and develop close joint and integrated working with health related agencies (including GPs), the private and voluntary sector, local housing providers, district and borough councils (as appropriate) and other agencies, including the development and maintenance of close links with Intermediate Care on behalf of clients and the Directorate, in order to facilitate effective management of a caseload to meet people's needs, including the provision of major adaptations.
9. Be accountable for own performance regarding adherence to the Directorate's policies relating to Assessment, Support planning, promoting independence reviews and record keeping. Maintain professional portfolio of practice evidence to support professional development and management of increasing complexity.
10. Contribute to the development / updating of new and existing practices, procedures and initiatives to support high quality service delivery.
11. Provide assistance to the Senior Practitioner in the supervision of an agreed number of staff in accordance with supervision protocols, to maintain high practice standards and enable continued development of professional skills that meet service requirements. Provide a high quality resource of professional advice, guidance and expertise to staff in the team, across the Directorate and to professionals from other partner agencies to help inform people's assessments
12. Plan and deliver, as required, training for staff and, where appropriate, those of other agencies to ensure a suitable range of services are available to meet people's needs and those of their families and/or carers. Participate in the development and learning of students by organising, co-ordinating and participating in their placements.

13. Develop links with Health colleagues within the hospital setting and attend meetings where required to represent Kent County Council.
14. Provide professional supervision for students on practice placements with the team, planning a range of work experience, supporting their development, monitoring progress and supporting the embedding of the student's learning in practice.

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.

Due to the Covid pandemic and changes to the hospital discharge policy, the Short Term Pathways team have been working differently. The role of the Social Care Discharge Coordinator now incorporates managing community referrals from Pathway 1, Pathway 2 and Pathway 3 as well acute hospitals. To supervise KR7 – KR9 staff. To be a member of the Short Term Pathways Practice Assurance Panel. To actively participate in managing change and to promote best practice and innovation. To assist with the induction of new staff members.

Kent County Council  
 Person Specification: *Case Manager – KR10*

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

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

|                                      | <b>CRITERIA</b>   |
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| <b><u>Qualifications</u></b>         | <ul style="list-style-type: none"> <li>• Relevant degree or related professional qualification (e.g. Occupational Therapy, Nursing or Social Work)</li> <li>• Up to date registration with appropriate professional body</li> <li>• Competent to work at the Experienced Practitioner level of the Social Care Capabilities Framework for Registered Workers</li> </ul>   |
| <b><u>Experience</u></b>             | <ul style="list-style-type: none"> <li>• Significant post qualification experience, in Adult Social Services, Health related agencies or related private or voluntary organisation, of a magnitude that enables the post holder to have achieved the relevant level of competency</li> <li>• Experience in a specialist area e.g. long term conditions, autism, transition, etc</li> </ul>  |
| <b><u>Skills &amp; Abilities</u></b> | <ul style="list-style-type: none"> <li>• Effective interpersonal skills in order to communicate effectively with service users, colleagues and partner agencies.</li> <li>• Ability to prioritise and to work effectively on own initiative as well as part of a team.</li> <li>• Ability to effectively manage conflict</li> <li>• Computer literate</li> <li>• Effective written and IT skills for report writing and communication</li> <li>• Supervision, mediation and negotiation skills</li> <li>• Ability to contribute to and lead a range of service related projects.</li> <li>• Financial management</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 and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.</li> </ul> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the needs of the job.</p> |
| <b><u>Knowledge</u></b>              | <ul style="list-style-type: none"> <li>• An evidenced based understanding and application of Community Care Law, eligibility criteria and the needs of client groups</li> <li>• Knowledge of Safeguarding vulnerable adults policies, procedures and protocols.</li> <li>• Comprehensive knowledge of the Mental Capacity Act</li> <li>• Good understanding of integrated working with partner agencies</li> <li>• Working knowledge of financial procedures appropriate to the job</li> <li>• Awareness of Information governance, data protection, record retention and confidentiality issues.</li> </ul> <p>Knowledge of KCC's supervision policies</p>   |
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| <b>BEHAVIOURS<br/>AND KENT<br/>VALUES</b> | <b>Kent Values:</b> <ul style="list-style-type: none"><li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li><li>• <b>We are curious to innovate and improve</b></li><li>• <b>We are compassionate, understanding and respectful to all</b></li><li>• <b>We are strong together by sharing knowledge</b></li><li>• <b>We are all responsible for the difference we make</b></li></ul> |
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