Kent County Council

Job Description: *Arranging Support Officer*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Business Delivery Unit**
Grade:	**KSD**
Responsible to:	**Arranging Support Senior**

Purpose of the Job:

Work in partnership with Locality Teams and Health to purchase a range of support that will meet an individuals need, as agreed in their Care and Support Plan. This will be done following the Councils contractual and purchasing protocol requirements with the relevant system updates.

Main duties and responsibilities:

- Manage and prioritise referrals based on risk, in an efficient and timely manner, and arrange support as required in the persons' care and support plan.

- Arrange support following the Councils agreed contractual agreements, processes and purchasing protocols.

- Ensure that the process for arranging support outside the contract is met and the correct authorisation process is followed.

- Act as point of contact with providers. Ensure that all appropriate information shared securely in line with GDPR. Ensure that the purchase order is provided in a timely manner.

- Ensure where possible, support is purchased with framework providers. Where this is not possible ensure that support is purchased getting the best value for money and negotiate where appropriate.

- Manage any planned, unplanned or emergency changes to support. Liaising with your manager, colleagues, operations, commissioning as necessary, highlighting any potential risks or concerns.

- Ensure all activity is entered accurately and in a timely manner on Mosaic and that the system is kept up to date.

- Highlight any concerns when support cannot be sourced, or concerns about a provider to your manager and provide reports and information as required.

- Consistently and correctly identify individual's needs where a referral to the Social Work or Safeguarding team may be required. Liaise with the Safeguarding team to determine options for the continuation of ongoing support to the client whilst any safeguarding activity is carried out.

- Be flexible in your approach, this may require working after hours, bank holidays and weekends.

- Be available and provide support for Locality, Health and stakeholder team meetings.

- Support Managers in training new starters, providing guidance & support to staff through their induction period.

- Support senior managers when responding to emergency planning issues and following business continuity arrangements.

Footnote: This job description is provided to assist the job holder to know what their 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: *Arranging Support Officer*

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.

	CRITERIA
QUALIFICATIONS	• GCSE Math's and English Grade A-C
EXPERIENCE	• Experience working as part of a team
SKILLS AND ABILITIES	• Ability to communicate effectively with people by telephone and in writing. • Ability to manage difficult conversations • Advanced knowledge and skills in a wide variety of Microsoft packages • Ability to organise and prioritise own workload • Ability to communicate with a range of people including providers, clients and their representatives. • Interpersonal, organisational and administrative skills • Ability to explore alternative support to meet eligible needs and a positive approach towards meeting outcomes and promoting independence • Ability to arrange services that are value for money and meet individual need • Ability to create, maintain and validate information in a range of formats. • Ability to identify issues with providers and escalate them appropriately. • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Awareness of your own and others health and safety • Ability to travel flexibly across a wide geographical area in accordance with the needs of the job • Ability to work flexibly and react in an emergency for business continuity, including cover for bank holidays, weekends and evenings.

KNOWLEDGE	• Understanding of the needs of individuals, carers and their representatives. • Awareness of integrated working with partner agencies • An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act. • Awareness and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing • Compliance with information governance, data protection, record retention and confidentiality issues Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
KENT VALUES AND CULTURAL ATRTIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making