

Directorate: Adult Social Care and Health

Unit/Section: Innovation and Partnerships

Grade: KSG

Responsible to: Strategic Involvement Lead

Purpose of the Job:

To ensure that the voices of people that draw on social care and support in our communities are consistently heard and considered, to positively impact the development of services and result in improved outcomes for people in Kent.

The Involvement Officer will work closely with the relevant community frontline workers and wider teams to build and facilitate increased local representation of people with lived experience of social care and carers, within the day-to-day work of adult social care.

The successful candidate will make a valuable contribution towards the delivery of our directorate strategies, our Care Act duties and social care practice. The role will work with others to promote strengths-based practice through a culture of learning and continuous improvement.

Main duties and responsibilities

1. Act as a champion for promoting a co-productive approach with individuals that currently draw on the support of community teams, ensuring that the people we support in the relevant locality areas, their families and carers are kept at the heart of what we do. This includes collating local and county-wide impact reports, analysis of complex qualitative and quantitative data to provide meaningful and achievable recommendations.
2. Co-ordinate and facilitate meaningful and regular area-based in-person and virtual engagement opportunities for people with lived experience and their close networks to access, that can influence the work of adult social care and provide local insight on what is important to the local population.
3. Initiate, plan and deliver presentations and workshops to (and alongside) people with lived experience of social care support, community teams and others that champion the person's voice and provide constructive challenge to ensure ongoing involvement.

4. Work alongside other involvement officers, community team colleagues and across the directorate towards a consistent approach to true person-centered care and support.
5. Contribute to the effective formulation and application of key policies and procedures that underpin effective involvement of people with lived experience in practice.
6. Maintain an awareness of key developments in social care and health, internal guidance and emerging research findings that could impact and influence local community involvement.
7. Build and promote positive relationships with people that draw on support in Kent's localities and with our large and diverse workforce, building links with local resident voice forums and community partners (including voluntary, community and social enterprises) - developing a detailed mutual understanding of local services that results in increased awareness of available support, signposting to relevant support and take-up of opportunities to get involved.

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.

Kent County Council

Person Specification: *Social Care Involvement 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	<ul style="list-style-type: none">• NVQ4 or equivalent and/or holding or working towards a full professional qualification• Willingness to work towards the Managing in Kent qualification
EXPERIENCE	<ul style="list-style-type: none">• Lived experience of drawing on care and support and/or experience of caring for someone who draws on care and support.• Interest / experience of working with people with social care needs• Experience or demonstrated interest in providing a service to residents.• Experience of working with different partner organisations and agencies.• Experience of supporting the implementation of local and/or national guidance
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent written and verbal communication skills including active listening skills.• Excellent attention to detail.• Ability to distil high volumes of complex data and analyse information to create meaningful recommendations.• Ability to develop and manage relationships with a variety of stakeholders.• Excellent organisational skills and ability to plan for future developments.• Ability to build relationships with internal and external stakeholders.• Willingness to undertake training and continuously improving, learning, developing personal skills and exploring new ways of doing things.

	<ul style="list-style-type: none"> • Ability to influence at a range of levels across of variety of public and professional groups and organisations. • IT skills and effective use of Microsoft Office programs.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge and compliance of information governance, data protection and confidentiality issues. • Knowledge and compliance of equality and diversity policies, procedures and legislation. • Knowledge and understanding of engagement, participation and co-production. • Understanding of relevant social care and health legislation, regulations, policies and issues that affect the delivery of adult social care services and that impact on people that draw on support, their families/support networks and carers. • An understanding of local government and the different types of care and support for people with lived experience.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>