

Kent County Council

Job Description: *Case Manager (Blue Badge Eligibility Assessor, Blue Badge Team)*

Directorate:	Adult Social Care and Health
Unit/Section:	Blue Badge Service
Grade:	KR9
Responsible to:	Team Leader/Senior Practitioner Blue Badge Team

Purpose of the Job

Manage a varying complex and diverse caseload of people requiring specialist mobility assessments in order to identify levels of need and outcomes required, promote independence and to ensure that applicants meet the appropriate level of eligibility as defined by the Department for Transport (DfT)

Main duties and responsibilities:

1. Facilitate proportionate holistic and specialist eligibility assessments, working with the person and specialist professionals as necessary, in order to identify levels of need and ensure that these meet the eligibility criteria for award of a Blue Badge which will optimise their independence and meet their support needs.
2. Manage a varying complex and diverse case load within the parameters of the Directorate's agreed policies and procedures and promote enablement to ensure access to this service with a view to promoting independence and increasing levels of control a person has over their life.
3. Provide professional advice and guidance to staff in the team, across the Directorate and to professionals from other partner agencies to help inform people's assessments.
4. Identify and process any safeguarding and quality of care issues and refer on to the appropriate staff/agency to ensure that clients' welfare is protected and that the quality and standard of services provided are at and beyond levels that are anticipated.
5. Develop and maintain effective working relationships with the Adult Community teams, private and voluntary sector brokers and the Area Referral Management Service to ensure the smooth transition of clients through the system and that Directorate and client requirements are met and consistently delivered.
6. Ensure that clients are empowered throughout the assessment process and ensure that their eligible needs are at the centre of decision making. In all cases, enablement is promoted to clients with a view to assisting them to regain or increase levels of independence as far as possible.

7. Maintain the Directorate's records by recording assessments and other data accordingly ensuring that all data meets the relevant and stated levels of accuracy, quality and timeliness required.
8. Determine any issues relating to a client's circumstances (including family and carer arrangements) to ensure that the relevant parties are involved and that the circumstances are reflected in conjunction with a client's right to choice and control over how their needs and capabilities are reflected in their assessments and reviews.
9. Contribute to the development of new and existing practices, procedures and initiatives to assist the effective use of Directorate resources and help ensure governmental initiatives, guidance and legislation are appropriately reflected.
10. Provide assistance to the Blue Badge Team and Team leader/Senior Practitioner in monitoring and evaluating service process and provision, in accordance with agreed procedures and criteria, in order to maintain high practice standards and enable continued development of the service.

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: *Case Manager (Blue Badge Eligibility Assessor, Blue Badge Team)*

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.

	CRITERIA
<u>Qualifications</u>	<ul style="list-style-type: none">• Relevant degree or related professional qualification (e.g. Occupational Therapy, Physiotherapy) Must be able to assess functional mobility and impact of hidden and physical disabilities on an applicant's ability to mobilise.• Up to date registration with appropriate professional body.• Achieved first part of the relevant post qualifying competency framework
<u>Experience</u>	<ul style="list-style-type: none">• 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 the PQ Competency Framework.
<u>Knowledge</u>	<ul style="list-style-type: none">• Working knowledge of the relevant legislation and theories underpinning the provision of services to the relevant client group.• Good working knowledge of directorate and corporate policies, procedures and practice• Good understanding of joint working with partner agencies• Working knowledge of adult safeguarding issues.• Working knowledge of financial procedures appropriate to the job• Working knowledge of the Mental Capacity Act.• Awareness of data protection and confidentiality issues.• Awareness of legislation relating to Equal Opportunities and KCC equality and diversity policies, procedures and legislation.
<u>Skills & Abilities</u>	<ul style="list-style-type: none">• Effective interpersonal skills in order to communicate effectively with service users, colleagues and partner agencies.• Ability to prioritise and to work effectively on own initiative as well as part of a team.• Computer literate• Effective written skills for report writing.• Plan, prioritise and evaluate workload• Able to meet tight deadlines• 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.• 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.

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>
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