

## Kent County Council

### Job Description: *Senior Contact Assessment Officer*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Adult Social Care Connect</b>
<b>Grade:</b>	<b>KSF</b>
<b>Responsible to:</b>	<b>Community Team Manager</b>

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

Lead and line manage a team of Contact Assessment Officers to provide a timely, accurate and efficient response to contacts and referrals from the public, partner agencies and other organisations in respect of Adult Social Services (Older People/Physical Disability, Mental Health and Learning Disability, Autism and Sensory and the Disabled Younger Persons Team). Screen all contacts received into Adult Social Care for potential safeguarding concerns and direct these as appropriate, establish the risk level of the situation presented in the initial contact information and determine the level of priority for a Contact Assessment. Provide guidance on each contact for the Contact Assessment Officers to follow. Gather information and work at pace to deliver screening across the County.

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

##### **Screening:**

- Deliver competent and comprehensive screening of all referrals into Adult Social Care at pace to determine any potential safeguarding need and establish the priority and appropriate action for the Contact Assessment Officers.
- Determine the risk and priority of each contact received and provide detailed background information and directions for the Contact Assessment Officer on the approach to take in the Contact Assessment.
- Build relationships with a wide range of internal, external services and partners to support people and other professionals to understand the remit of Adult Social Care.
- Resolve contacts that are more appropriate to other services at screening.
- Keep up to date with a wide range of information and advice on other services available to provide excellent information and advice to the person that has contacted Adult Social Care.
- Act as a trusted assessor to prescribe a specific range of minor equipment and adaptations to meet the persons' needs based on the information that has been provided on a professional or self-referral form.

- Guide Contact Assessments Officers to understand the appearance of eligible needs under the Care Act and identify the appropriate team within Adult Social Care including: Older People, Physical Disability, Mental Health Social Work, Learning Disability, Autism and Sensory.
- Engage with senior staff within KCC services including Practice Advisers, Team and Service Managers, to ensure the most appropriate outcome for the people we support is identified.
- Work as part of a team of Senior Contact Assessment Officers to support the Business Support Manager to manage the risk to individuals being referred into Adult Social Care who are waiting for a contact assessment.

### **Team Management:**

- Line Manage a team of Contact Assessment Officers to ensure that Contact Assessment Officers provide a prompt, accurate and efficient response to contacts to help people navigate the adult social care system and find the relevant information they need.
- Deliver good quality conversations with each member of your team six weekly to cover objectives, accountability, learning needs and wellbeing.
- Manage the performance of the Contact Assessment Officers to ensure that all referrals are appropriately dealt with within the required timeframes.
- Quality assure the work of the Contact Assessment Officers to ensure that they are continually learning and developing to improve the services they provide to the public.
- Engage Contact Assessment Officers in regular team meetings and washups to ensure consistency of approach, sharing knowledge, identification, escalation and resolution of issues.
- Monitor Contact Assessment Officers use of person recording systems (Mosaic) and to ensure proper standards are met in accordance with Directorate Record Retention Policies and Data Protection law (GDPR).
- Identify Contact Assessment Officer training and personal development needs, recommending appropriate training courses or requesting specialist training to ensure the workforce is informed and up to date on current policy, practice and legislation.
- Prioritise the work of the team of Contact Assessment Officers to ensure that urgent needs (for example immediate carer breakdown) for new adult social care services users are met within one working day.

- Induct and mentor incoming new Contact Assessment Officers and take responsibility for the completion and sign off the competency framework and any subsequent support 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: *Senior Contact Assessment 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>• Level 3 Diploma level qualification with proficient technical and/ or well-developed computer skills.</li><li>• Competency in numeracy and literacy, GCSE English grade C or equivalent.</li><li>• Competent at investigating situations and identifying safeguarding concerns</li><li>• Competent at Mosaic workflow management.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working for Social Care, Health and Wellbeing or a related organisation</li><li>• Experience of working with vulnerable people</li><li>• Experience of a fast-paced front door, customer facing or service user facing environment</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to communicate effectively verbally and in writing</li><li>• Ability to support the development of members of staff</li><li>• Ability to prioritise contacts and referrals at times of high contact levels, identifying the most at risk groups</li><li>• Ability to assimilate a wide range of information, including adult safeguarding procedures and the referral process and procedures relating to each client group as well as external agencies</li><li>• 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><li>• Ability to work at pace and under pressure</li><li>• Ability to effectively prioritise dynamic work requirements.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge and understanding of the Care Act eligibility criteria.</li><li>• Knowledge and understanding of the principles and practices of case recording and record retention as they relate to statutory social care services</li><li>• Knowledge of the Mental Capacity Act</li><li>• Knowledge of Safeguarding policies and procedures • Awareness of data protection and confidentiality issues.</li><li>• In depth knowledge of onward referral pathways from the ARMS service across Adult Social Care and externally.</li><li>• Awareness and compliance with equality and diversity policies, procedures and legislation.</li></ul>

<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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