

Kent County Council

Job Description: *Safeguarding Social Care Officer (Countywide)*

Directorate:	Adult Social Care and Health
Unit/Section:	Operations Division/Strategic Safeguarding
Grade:	KSE
Responsible to:	Countywide Safeguarding Senior Practitioner/Lead

Purpose of the Job:

To make a difference every day as a Safeguarding Enquiry Officer. Supporting people to make informed choices to live as full and safe life as possible. Working in partnership to ensure support is appropriately coordinated and communication is effective between agencies and other parties. Work closely with service providers and other agencies to support the people we support to work towards their independence, wellbeing goals and outcomes.

Collaborate closely with Adult Social Care Connect Hubs, Adult Social Care Community Teams, the Market Support Team, Commissioning and Care Providers to enhance the quality and consistency of care delivery. Undertake safeguarding enquiries assessed as presenting substantial or critical risk, where multiple concerns have arisen concurrently or within a short timeframe.

Primarily work with—though not limited to—residential care providers, and undertake other enquiries as required, in response to evolving service demands.

Ensure proactive engagement with providers and internal teams to promote best practices in the prevention of abuse and neglect, in alignment with the Principles of Safeguarding as outlined in the Care Act 2014.

Main duties and responsibilities:

1. Liaise with multiple external organisations (for example: GPs, Community Mental Health Teams and Community Wardens) to ascertain additional information as required, to identify the appropriate support for a person.
2. Deliver high-quality, person-centered care and support. Identify what is important to the people we support, and how they can live a life they want to live. Being involved in people's lives in the least intrusive way – and always in their best interests

3. Support people and their carers, family members or others in their support network, to build and maintain community links, and to live as independently as possible, for as long as possible
4. Build and develop relationships with wider partners to conduct person-centered reviews, including annual statutory reviews, of clients' care and support plans, and work together to enable people to achieve their personal outcomes.
5. Support the management of crisis intervention to meet immediate requirements and reduce risk. Carry out safeguarding enquiries under the direction of an experienced practitioner and ensure safeguarding post implementation plans are disseminated to minimise the risk of future abuse or neglect.
6. Be flexible and adaptable in supporting people, their families and carers by using skills and expertise/training to undertake specialist work, by working with people in another locality if required and by working with managers and colleagues to provide access to the service during its operating hours in order to contribute to the delivery of an effective, accessible and resilient social care 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: *Safeguarding Social Care Officer (Countywide)*

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	• Educated to GCSE level or equivalent, demonstrating numeracy and literacy. • Level 2 (working towards Level 3) Diploma in Health and Social Care or demonstration of equivalent experience/knowledge.
EXPERIENCE	• Working with people with social care needs and safeguarding • Working in a multi-agency environment/partnership • Ability to demonstrate completion of the relevant safeguarding training to carry out enquiries effectively
SKILLS AND ABILITIES	• Ability to enquiries • Ability to type an accurate reflection of a conversation whilst it is taking place. • Ability to communicate effectively with people we support and their carers, colleagues and partner agencies through written and verbal communications • IT skills and effective use of Microsoft Office programs • Ability to work effectively under own initiative to prioritise own workload and as part of a team • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Ability to build and develop effective working relationships across a wide range of internal and external partners • Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence

	• Ability to reflect on and critically analyse own performance in an effective way. • Ability to work flexibly and reacting for business continuity, including cover for bank holidays, weekends and evenings. • Ability to travel across the county in a timely and flexible manner to ensure the needs of the service are met. • A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability. • Work towards getting appropriate skills to your grade to suit the needs the business • Ability to demonstrate sound decision making in areas of complexity.
KNOWLEDGE	• Awareness of key policies, legislation and statutory guidance for adult social care, including the Care Act 2014, Mental Capacity Act, Mental Health Act and Safeguarding policies and processes • Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations • Awareness of key policies, legislation and statutory guidance for adult social care, including the Care Act 2014, Mental Capacity Act, Mental Health Act and Safeguarding policies and processes • Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations • Awareness of financial procedures appropriate to the job • Ability to travel across the county in a timely and flexible manner to ensure the needs of the service are met. • Working knowledge of alternative service and community assets to ensure effective outcomes for individuals.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

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