

## Kent County Council

### Job Description: *Case Officer - Safeguarding*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Older People / Physical Disability</b>
<b>Grade:</b>	<b>KR07</b>
<b>Responsible to:</b>	<b>Safeguarding Senior Practitioner</b>

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

Undertake the role of Inquiry Officer (IO) on Safeguarding referrals for adults which are assessed as requiring low to moderate intervention. Under appropriate direction, ensure that proportionate assessment and investigation is undertaken to identify safeguarding action required for adults, and ensure an appropriate and effective level of resource allocation is made to help people be safeguarded.

Provide a supporting role to other IOs and Designated Senior Officers (DSO) in the Safeguarding team with ongoing and active safeguarding enquiries as directed by the senior safeguarding officers.

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

1. Carry out safeguarding enquiries and related tasks within the parameters of the Directorate's agreed policies and procedures as directed by senior officers in the safeguarding team. Provide regular feedback on progress to senior and supervisory staff, and consult in a timely manner on key developments in individual cases.
2. Have sufficient working knowledge and be able to apply the relevant legislation, KCC and multi-agency policy when undertaking safeguarding enquiries and proportionate person-centered assessments (including where appropriate self-assessments and carer assessments).
3. Work within agreed OPPD safeguarding systems and processes to ensure that necessary tasks are completed and are Care Act compliant.
4. Assist in identifying needs and outcomes required to inform the appropriate level of associated resource to help the person be safeguarded, optimise their independence and meet their support needs. Support the referral of individual clients to other teams and functions both within KCC and with external agencies.
5. Assist in identifying and processing any 'quality of care' issues, linking closely with the Quality Improvement team to ensure that appropriate action is taken to protect and promote people's welfare. With appropriate direction liaise with and refer appropriate issues to the relevant agencies (e.g. CQC; internal teams) in a timely manner to ensure that the quality and standard of services provided are at agreed levels.

6. Communicate effectively with clients and families on a range of issues some of which may include having difficult conversations.
7. Maintain the Directorate's records by recording contacts, enquiries, assessments and other data; ensuring that all data entered on SWIFT/AIS meets the relevant and stated levels of accuracy, quality and timeliness required.
8. Ensure that clients are fully engaged in the safeguarding and assessment process in line with 'Making Safeguarding Personal' and are involved in decision making. Promote the provision of advocacy support as appropriate.
9. Engage appropriately in supervision to ensure that individual performance and delivery of practice adheres to the Directorates policies relating to safeguarding and assessment. Understand levels of risk and outcomes to determine when to seek advice and direction.
10. Participate in the team's duty system as required, triaging new referrals to ensure that risk is assessed and evaluated in a timely manner in accordance with the OPPD safeguarding policy and protocols.
11. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

Footnote: This job description is provided to assist the job holder to know what his/her 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 Officer - Safeguarding*

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Educated to GCSE level or equivalent, demonstrating numeracy and literacy</li><li>• Level 2 (working towards Level 3) Diploma in Health or Social Care or equivalent</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experienced in working with safeguarding enquiries, safeguarding practice and people with social care needs, e.g. learning disability, physical disability, older persons)</li><li>• Experience of Partnership working</li><li>• Experience of complex interactions with members of the public and other agencies</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Effective communicator both written and verbally</li><li>• Able to manage conflict, difficult and challenging situations and conversations</li><li>• Able to prioritise workload</li><li>• Able to work effectively under own initiative and as part of a team</li><li>• Computer literate with effective written skills for report and assessment writing and communication.</li><li>• Resilience, perseverance and flexibility of approach</li><li>• Able to manage client expectations and assess levels of risk to determine requirement to escalate</li><li>• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service deliver 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 travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the requirements of the job.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Good understanding of adult safeguarding issues, policies, procedures and protocols.</li><li>• Knowledge of the relevant legislation and theories underpinning the provision of services to the relevant client group.</li><li>• Knowledge of directorate and corporate policies, procedures and practice</li><li>• Understanding of integrated and joint working with partner agencies</li></ul>

	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the Mental Capacity Act, DoLS and key relevant legislation.</li> <li>• Understanding of information governance, data protection, record retention and confidentiality issues.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Act with integrity, honesty and transparency</li> <li>• Demonstrate a healthy attitude to risk</li> <li>• Welcome and expect change and evolving technology</li> <li>• Work in new ways</li> <li>• Be willing to learn</li> <li>• Work as a whole council</li> <li>• Treat people fairly and with respect</li> </ul> <p><b>Invite contribution and challenge</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively to find new solutions</li> <li>• Innovate</li> <li>• Put the interests and wellbeing of customers first</li> <li>• Be open to challenge</li> <li>• Actively encourage and expect contribution</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Do more for yourself</li> <li>• Take personal and professional responsibility for your actions and performance</li> <li>• Deliver at pace</li> <li>• Look for ways to save money</li> <li>• Look for commercial opportunities</li> <li>• Focused on outcomes</li> <li>• Resilient</li> </ul>