

Kent County Council

Job Description: *Kent Support & Assistance Service (KSAS)
Assessment Officer*

Directorate: Strategic and Corporate Services

Division: Strategic Commissioning

Grade: KR6

Responsible to: KSAS Supervisor

Purpose of the Job:

To deliver a professional and expert assistance and decision-making service for applicants to the Kent Support and Assistance Service by applying defined criteria to an impartial assessment of an applicant's need and circumstances. To provide applicants with clear, practical and sign-posting advice to a range of other appropriate services both from KCC and external agencies.

Main duties and responsibilities:

1. Provide prompt, accurate and consistent advice to telephone and online enquiries from applicants for the Kent Support and Assistance Service to ensure the delivery of an effective and efficient service.
2. Assess applications for eligibility and the nature of any assistance. Apply defined rules of mandatory and discretionary criteria, proportionate to individual needs and circumstances. Consider, gather and verify a broad range of evidence to support decision-making.
3. Provide assistance to individuals to help them find the best solution for meeting their needs, and help them make informed decisions in relation to support arrangements available to them, signposting to other agencies where appropriate.
4. Liaise with suppliers and arrange for the agreed assistance to be delivered or collected within agreed timeframes.
5. Ensure information systems and client records are effectively and accurately maintained for each application in order to provide up-to-date and accurate information upon which decisions affecting service delivery can be made and to assist the monitoring process to ensure the service provided reflects the needs of the applicants.
6. Maintain awareness of changes in benefits guidance and legislation, KCC services and local agencies support offerings to ensure a high quality of service delivery is maintained.

7. Uphold high standards of communication including compliance with the council's policies and policy statements on Information Governance and Equality
8. Support and participate in activities designed to improve service delivery.

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: *Kent Support & Assistance Service (KSAS)* *Assessment 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.

QUALIFICATIONS	<ul style="list-style-type: none">• A Levels or equivalent
EXPERIENCE	<ul style="list-style-type: none">• Experience of customer service and its application to the effective handling of queries• Experience of assessing applications against set criteria for benefits, awards or equipment
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Computer literate with good keyboard skills• Able to assimilate and analyse information• Able to make a decision based on given criteria• Sound and objective judgement, able to identify and advise on the most appropriate course of action• Able to communicate effectively and concisely by phone and in writing• Self-confidence and the able to deal with difficult situations• Able to self-manage performance to achieve targets• Able to prioritise and to work effectively on own initiative as well as part of a team
KNOWLEDGE	<ul style="list-style-type: none">• Working knowledge of the relevant legislation• Good understanding of partner agencies and the services they provide• Working knowledge of financial procedures appropriate to the role• Commitment to equalities and promotion of diversity in all aspects of working• Awareness of data protection and confidentiality issues• Awareness of and to work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open - act with integrity, honesty and transparency</p> <p>Invite Contribution and Challenge - put the interests and wellbeing of customers first</p>

	Accountable - take personal and professional responsibility for your actions and performance
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