

**Directorate:** Adult Social Care and Health

**Unit/Section:** ESS

**Grade:** KSE

**Responsible to:** Team Manager

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

Manage the assessment process for individuals in need of care and support who have recently had a hospital admission, ensuring the identification of eligible needs and desired outcomes. Promote an individual's independence and establish the appropriate level of ongoing care required to meet their needs through the creation of a Care and Support Plan.

Work in an integrated way with Health professionals to ensure clients receive a coordinated, clear and consistent service between Health and Social Care.

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

1. Conduct proportionate, observation based and holistic assessments. Establish the individual's abilities, circumstances and support systems to determine the level of resource required to promote independence including equipment or minor adaptations.
2. Ensure that individuals are empowered and actively participate throughout the assessment process ensuring they are at the centre of decision making. Ensure enablement is promoted for individuals to regain or increase levels of independence as far as possible.
3. Identify and refer for relevant professional involvement as needed, for example Sensory Services, Carers' organisations, Occupational Therapy, to ensure that individuals and their informal carers are supported as required.
4. Identify the individual's eligible needs and desired outcomes. Explore all appropriate options and identify how best to meet needs through the development of a Care and Support Plan. Once eligible needs have been identified, present the Care and Support Plan through a Practice Assurance process.
5. Ensuring an overall positive customer experience and that the individual is able to actively participate positively into their Assessment and Care & Support plan.
6. Identify and appropriately respond to any issues arising that relate to quality of provision by providers, including referring any safeguarding concerns to the relevant team.
7. Develop and maintain effective working relationships across the organisation to ensure the smooth transfer of care to community teams.
8. Develop and maintain an extensive knowledge of available resources and maintain links with partner agencies in order to offer the broadest range of options to individuals in

developing their support packages, and act as a Trusted Assessor for prescribing of equipment.

9. Create and maintain accurate, up to date and reliable data, information and records in line with information governance framework requirements, standards and best practice to ensure compliance with legislation.
10. Support managers when responding to emergency planning issues if they arise, ensuring business continuity as required.

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.

## Kent County Council

### Person Specification: Case Officer – *Short Term Pathways*

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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>• GCSE (or equivalent) A-C in Mathematics and English.</li> <li>• Level 2 or working towards level 3 Diploma (or equivalent) and/or relevant basic professional qualification or appropriate experience.</li> <li>• Trusted Assessor (or willingness to work towards)</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience and/or interest in working with people with social care needs (e.g. learning disability, physical disability, older persons)</li> <li>• Working in a multi-agency environment/partnership</li> <li>• Experience of undertaking Assessments and developing Care and Support plans.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with clients, carers, colleagues and partner agencies through written and verbal communications</li> <li>• Ability to gather and assimilate information in order to complete Assessments and develop Care and Support Plans.</li> <li>• Ability to build and develop effective working relationships across a wide range of internal and external partners</li> <li>• Good observational and functional assessment skills.</li> <li>• Ability to prioritise workload</li> <li>• Effective planning and organisational skills</li> <li>• IT skills and effective use of Microsoft Office programs</li> <li>• Able to work effectively under own initiative and as part of a team</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 delivery.</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner to ensure that the needs of the service are met, including evening and weekend working when required.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• An evidenced based understanding and application of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act.</li> <li>• Understanding of Person Centred Planning and approaches</li> <li>• Awareness of the local resources available in the community</li> <li>• Knowledge of potential safeguarding issues and understanding of the referral process</li> <li>• Working knowledge of Direct Payments</li> </ul>

	<ul style="list-style-type: none"> <li>• Detailed understanding of the Mental Capacity Act and undertaking Mental Capacity Assessments.</li> <li>• Compliance with information governance, record retention, confidentiality issues and the General Data Protection Regulations of data protection and confidentiality issues.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<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>