

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People and Physical Disability  
**Grade:** KR 7  
**Responsible to:** Team Manager – Social Work

**Purpose of the Job:**

Within the local social care and health systems, support work with clients referred to the Social Work function and their support networks, or where additional consultant consultant social work is being provided to other services. Provide support that is appropriately coordinated and communicated effectively eg with clients, their support networks, agencies and other parties. Support a strengths based approach being applied by registered workers to assessment and care and support planning. Support best practice and continuous improvement to work as an effective member of the team.

**Main duties and responsibilities:**

1. Within relevant legislative and policy frameworks support work on appropriate and proportionate assessments, which consider strengths and capabilities and what support might be available from the person's wider network, family and friends.
2. Support work with individuals to develop strengths based care and support plans that ensure choice and control over support arrangements and which evidence that all interventions promote wellbeing, safety, independence and autonomy.
3. In conjunction with registered workers work with clients in partnership with their service provider and local health and social care network. Monitor, review and modify care and support plans with clients, and work with service providers to support clients in working towards their goals and outcomes to optimise their independence and wellbeing.
4. Support work with other teams and functions eg Promoting Independence, Supporting Independence, Safeguarding and Quality Improvement to ensure continuity of care and support, referring to registered workers in the social work team for advice and guidance to other workers where required.
5. Support integrated working with a range of teams, partner organisations and other parties to offer a broad range of options to clients and carers. Develop care and support arrangements, supporting clients and their carers to build and maintain community links and optimise independence and wellbeing. Support and participate in multi-disciplinary meetings with partners to support complex needs.

6. Support social work interventions through developing an extensive knowledge of available resources, community assets and networks to support clients and their carers. Support a range of interventions by signposting clients to access the voluntary sector, information, advice and guidance.
7. Co-ordinate specialist interventions with social workers and other professionals to ensure that care and support is delivered in a person-centred and timely manner. Identify and refer any concerns to the relevant social worker or team to ensure clients are fully supported as required.
8. 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.
9. Support transfer cases in a timely, planned manner to ensure that the quality and standard of services provided are at agreed levels. In conjunction with registered workers ensure that the care and support plan is updated reflecting the social work intervention, to guide ongoing support where 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 – Social Work*

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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.

	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 and Social Care or demonstration of equivalent experience/knowledge.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience and/or interest of working with people with social care needs (e.g. learning disability, physical disability, older persons, mental health).</li><li>• Working in a multi-agency environment/partnership</li><li>• Experience or demonstrated interest in providing a service to the public.</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>• IT skills and effective use of Microsoft Office programs.</li><li>• Ability to work effectively under own initiative to prioritise own workload 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>• Understanding and compliance with KCC's performance monitoring requirements.</li><li>• Ability to build and develop effective working relationships across a wide range of internal and external partners.</li><li>• Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence.</li><li>• Ability to reflect on and critically analyse own performance in an effective way.</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner to ensure 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>• Awareness of key policies, legislation and statutory guidance, including the Care Act.</li> <li>• Awareness of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation.</li> <li>• Awareness of Safeguarding, Mental Capacity Act/ DoLS policies and processes.</li> <li>• Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.</li> <li>• Awareness of the needs of the client group (e.g. learning disability, physical disability, older persons, mental health).</li> <li>• Awareness of financial procedures appropriate to the job.</li> <li>• Awareness of alternative service and community assets.</li> <li>• Understanding of personalisation principles.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Value for money thinking</li> <li>• Innovative thinking</li> <li>• Risk managers</li> <li>• Managing expectations</li> <li>• Political awareness of unpopular decisions</li> <li>• Honesty/bravery</li> <li>• Solutions focussed</li> </ul> <p><b>Invite contribution and challenge</b></p> <ul style="list-style-type: none"> <li>• Co-production</li> <li>• Collaborative</li> <li>• Competition</li> <li>• Working together</li> <li>• Information Sharer</li> <li>• Integrated thinkers</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Seeking constant improvement</li> <li>• Quick response in relation to delivery</li> <li>• Acting as a commercial business</li> <li>• Innovator</li> <li>• Capacity builder</li> <li>• Creative</li> <li>• Resilient</li> </ul>