

Kent County Council

Job Description: Social Prescribing Support Officer

Directorate:	Growth Environment and Transport
Division:	Public Protection Group Environment, Planning and Enforcement
Location:	Invicta House, Maidstone, Kent
Grade:	KR5
Responsible to:	Business Services Team Leader (with day-to-day supervision from Social Prescribing Development Officer)

Purpose of the Job:

To work with Kent County Council (KCC) colleagues and external partners from the UK and France to deliver the Interreg 'Connected Communities' project which aims to design and implement new solutions to prevent and tackle loneliness and isolation for residents aged 65 and above.

To provide administrative and technical support for KCC's Social Prescribing (SP) Service supporting communities across the county, and to provide support to the Social Prescribing Development Officer (SPDO) and eight Community Connectors.

Main duties and responsibilities:

1. Provide effective administration and record keeping for KCC's SP service, ensuring it satisfies all Interreg and service standards.
2. Support the day-to-day technical and administrative functions of the SP service, including monitoring of emails and telephone messages, creating and managing digital service user case files, generating appointment letters, emails and SMS messages, and other administrative tasks in order to facilitate the smooth running of the service.
3. Act as the main point of contact for operational purposes for the SP service, handling enquiries from potential and existing service users, and external organisations. Explain the SP offer and its boundaries to service users and encourage participation where appropriate. Conduct telephone exit interviews with service users after they have used the service.
4. Respond sensitively to queries about rejected SP applications, advise and signpost to other suitable services.



5. Be a good ambassador for the SP service and the Connected Communities project. Work with the SPDO to share good practice and learning with other partners and contribute to partnership working.
6. Collect personal and sensitive data from service users following strict data protection/GDPR processes and procedures.
7. Assist the SPDO in the ongoing piloting and development of the SP service. Contribute to continuous improvement of processes and delivery based on feedback and learning from our own Community Connectors, project partners, and industry best practice.
8. Support the Connected Communities Project Manager as required and contribute to the communication needs of the project.

The postholder will be working 100% of their time on the Connected Communities project.

This is a full-time post that is externally funded by the European Union's Interreg France (Channel) England programme until the end of January 2023. Continuation of this post after this date will be subject to available funding.

Further information can be found at www.kent.gov.uk/business/business-loans-and-funding/eu-funding/connected-communities.



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Person Specification: Social Prescribing Support 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.

	Criteria
QUALIFICATIONS	Level 2 Diploma (or equivalent) Holds ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.
EXPERIENCE	Experience of working in a customer-facing environment with exceptional customer service skills. Experience of working with elderly, vulnerable and/or distressed people. Experience of meeting operational/project deadlines. Experience of working as part of a team.
SKILLS AND ABILITIES	Exceptional IT skills and competent in use of MS Office Suite / Office 365 applications. Able to learn how to use new IT applications. Exceptional administration skills and attention to detail. Able to prioritise effectively in order to meet deadlines and work successfully with minimal supervision. Able to work calmly and effectively whilst under pressure. Exceptional written and verbal communication skills. Able to identify the right means and language for each message. High level of emotional intelligence and ability to understand and demonstrate empathy, care and compassion. Strong team-working skills and willing to support colleagues to contribute to collective problem solving.

	Able to implement equalities and data protection legislation and policies. Able to produce a range of documents and reports. Able to travel across the county in a timely and flexible manner at various times of the day.
KNOWLEDGE	Knowledge of social prescribing and the community issues it is trying to address. Knowledge or willingness to learn about General Data Protection Regulations (GDPR) and the Equality Act 2010.
KENT VALUES AND ATTRIBUTES	<u>Values:</u> Open Invite Contribution and Challenge Accountable • Be brave, do the right thing, accept and offer challenge • Be curious to innovate and improve • Be compassionate, understanding and respectful to all • Be strong together by sharing knowledge • Be responsible for the difference we make <u>Cultural Attributes:</u> • Compassionate & inclusive • Working together – building and delivering for the best interests of KCC • Externally focused – residents, families and communities at the heart of decision making • Flexible/agile – willing to take (calculated) risks • Empowering – our people take accountability for their decisions and actions • Curious – constantly learning and evolving