
Directorate:	Adult Social Care and Health
Unit/Section:	Older People/Physical Disability
Grade:	KR10
Responsible to:	Team Manager

Purpose of the Job:

Manage a caseload of high level complexity clients a proportion of which will have specialist assessment requirements e.g long term conditions, autism, transition, mental health, advanced dementia or managing complex family relationships, ensuring the needs and outcomes for the individual are clearly evidenced against eligibility criteria.

Develop support plans with clients designed to promote independence and determine the appropriate level of resource allocation required in order to meet their assessed eligible needs, taking into account any requirements under the Mental Capacity Act, Best Interests and Safeguarding of individuals.

Support people to identify and commission resources that enable them to choose the best support options that fit their assessed eligible need and preferred lifestyle choice providing on-going assistance, where required, in managing their support.

Main duties and responsibilities:

- Support clients in proportionate holistic assessments (including where appropriate self-assessments and carers assessments), to ensure they are able to engage appropriately and identify needs and outcomes. This will include consideration / actions relating to the Mental Capacity Act and/ or Safeguarding.
- Conduct assessments with a promoting independence and health and social care integration mind set, taking into full consideration the clients abilities, circumstances and support mechanisms in order to fully consider the level of intervention required to optimise the client's independence. Enablement services, telecare, equipment and minor adaptations to be fully considered and evidenced in the assessment.
- Identify and document a person's eligible social care needs, the outcomes to be achieved through intervention and allocate financial resources in accordance with the Directorate's resource allocation system.
- Identify and where appropriate manage any safeguarding and quality of care issues in line with directorate policy and practice requirements, taking forward appropriate actions and communicate with supervisor / line manager/ other directorate officers. Work to develop an understanding of the Designated Senior Officer role and undertake the role of investigating officer.
- Communicate effectively with clients and families on a range of issues, some of which may be difficult and complex including risk management, in relation to promoting their independence including information, benefit maximisation, support services and equipment in order to inform the range of choices available when a person comes to develop their package of support and manage risk. Take into account issues of mental capacity and duty of care as agreed with a supervisor. Present cases at Area Risk Management panel.

- Ensure clients are fully engaged in the assessment process and are in control of decision making in order to optimise their opportunity to maintain independence through understanding the range of short term interventions they can access e.g. enablement.
- Arrange temporary and/or emergency support, where needed, so that a client or carer's immediate requirements are met and supported to avoid crisis. Agree promoting independence review timescales proportionate to the risks involved and to manage the case so that the client is able to focus on achievement of outcomes and maintaining independence and control.
- Work with clients in developing their support plan, outcomes to be achieved and associated personal budget through to commissioning of their service as a direct payment or provider managed service. Support the client in commissioning of their ongoing service through a range of interventions – direct management, signposting to the voluntary sector, information, advice and guidance dependent on the abilities of the client / carer support.
- Initiate and develop close joint and integrated working with health related agencies (including GPs), the private and voluntary sector, local housing providers, district and borough councils (as appropriate) and other agencies, including the development and maintenance of close links with Intermediate Care on behalf of clients and the Directorate, in order to facilitate effective management of a caseload to meet people's needs, including the provision of major adaptations.
- Be accountable for own performance regarding adherence to the Directorate's policies relating to assessment, support planning, promoting independence reviews and record keeping. Maintain professional portfolio of practice evidence to support professional development and management of increasing complexity.
- Contribute to the development / updating of new and existing practices, procedures and initiatives to support high quality service delivery.
- Provide assistance to the Senior Practitioner in the supervision of an agreed number of staff in accordance with supervision protocols, to maintain high practice standards and enable continued development of professional skills that meet service requirements. Provide a high quality resource of professional advice, guidance and expertise to staff in the team, across the Directorate and to professionals from other partner agencies to help inform people's assessments.
- Plan and deliver, as required, training for staff and, where appropriate, those of other agencies to ensure a suitable range of services are available to meet people's needs and those of their families and/or carers. Participate in the development and learning of students by organising, co-ordinating and participating in their placements.
- Develop links with health colleagues within the hospital setting and attend meetings where required to represent Kent County Council.
- Provide professional supervision for students on practice placements with the team, planning a range of work experience, supporting their development, monitoring progress and supporting the embedding of the student's learning in practice.
- Due to the Covid pandemic and changes to the hospital discharge policy, the Short Term Pathways team have been working differently. The role of the Social Care Discharge Coordinator now incorporates:
 - managing community referrals from Pathway 1, Pathway 2 and Pathway 3 as well as acute hospitals
 - To supervise KR7 – KR9 staff
 - To be a member of the Short Term Pathways Practice Assurance Panel
 - To actively participate in managing change and to promote best practice and innovation
 - To assist with the induction of new staff members

Footnote: This job description is provided to assist the job holder to know what their 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: *Social Care Discharge Coordinator*

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
QUALIFICATIONS	<ul style="list-style-type: none"> • Relevant degree, diploma or related professional qualification in Social Work • Up to date registration with Social Work England • Competent to work at the Practitioner level of the Social Care Capabilities Framework for Registered Workers
EXPERIENCE	<ul style="list-style-type: none"> • Significant post qualification experience, in Social Services, Health related agencies or related private or voluntary organisation, of a magnitude that enables the post holder to have achieved the relevant level of the Capabilities Framework • Working in a multi-agency environment/partnership • Experience within a specialist area (i.e. long term conditions, transition etc) • Experience of undertaking Assessments and developing Care and Support plans
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to communicate effectively with clients, carers, colleagues and partner agencies through written and verbal communications • Ability to gather and assimilate information in order to complete assessments and develop care and support plans • Ability to build and develop effective working relationships across a wide range of internal and external partners • Good observational and functional assessment skills • IT skills and effective use of Microsoft Office programs • Able to work effectively under own initiative and as part of a team • Ability to prioritise, forward plan and work effectively on own initiative as well as part of a team • Supervision, mediation and negotiation skills • Ability to contribute to and lead a range of service related projects • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • 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

<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • 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 • Understanding of Person Centred Planning and approaches • Awareness of the local resources available in the community • Knowledge of potential safeguarding issues and understanding of the referral process • Working knowledge of Direct Payments • Detailed understanding of the Mental Capacity Act and undertaking Mental Capacity Assessments • Compliance with information governance, record retention, confidentiality issues and the General Data Protection Regulations of data protection and confidentiality issues
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>