

Kent County Council

Job Description: *Arranging Support Coordinator*

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| Directorate: | Adult Social Care and Health |
| Unit/Section: | Business Delivery Unit |
| Grade: | KSE |
| Responsible to: | Arranging Support Senior |

Purpose of the Job:

Work in partnership with Locality Teams and Health to purchase a range of twenty-four-hour support services for individuals, working in emergency or planned situations. To work with the individual or their representative so they understand the costs to them for the support being arranged, and to offer choice as appropriate. This will be done following the Council's contractual guidance.

Main duties and responsibilities:

- Manage and prioritise referrals based on risk, working quickly and efficiently following KCC procedures.
- Working closely with Locality teams, health, providers, Commissioning, CQC, and the people we support and their representatives.
- Work with the individual or their representative to find appropriate accommodation to meet assessed need, whilst offering an element of choice, using where possible contracted providers. Explain to them the cost of care based on their circumstance and the choices they make. Undertake light touch financial assessments as required. Work in line with the financial cost of care and support statutory guidance and KCC Residential Charging Policy.
- Support senior managers when responding to emergency planning issues including home closures, following business continuity arrangements.
- Manage referrals for long- and short-term placements following KCC contractual procedures. Ensure that this is done in an efficient and timely manner; negotiate with providers to ensure best value for KCC. Where appropriate calculate costs using the Cost Model Matrix Tool.
- Act as point of contact with providers. Ensure that all appropriate information shared securely in line with GDPR. Ensure that the purchase order is provided in a timely manner.
- Maintain the relevant client system for service provision, and other ancillary information, running reports as requested, to ensure that up-to-date contract information is available for relevant stakeholder teams, in a timely manner.

- Attend Locality, delayed transfers of care, hospital and stakeholder team meetings. Monitor the usage and effectiveness of bed purchasing arrangements, reporting back to the line manager any areas of shortfall in service provision to enable the relevant action to be taken at a Locality, Area or Directorate level.
- Highlight concerns when placements cannot be sourced, or concerns about a provider to your line manager and provide reports and information as required.
- Consistently and correctly identify individual's needs where a referral to the Locality or Safeguarding team may be required. Liaise with the Safeguarding team to determine options for the continuation of ongoing support to the client whilst any safeguarding activity is carried out.
- Be flexible in your approach, this may require working after hours, bank holidays and weekends.
- Support managers in training new starters, providing guidance & support to staff through their induction period.

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.

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Person Specification: *Arranging Support Coordinator*

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 |
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| QUALIFICATIONS | <ul style="list-style-type: none"> • Level 3 qualification or relevant experience • GCSE Math's and English Grade A-C |
| EXPERIENCE | <ul style="list-style-type: none"> • Experience working as part of a team • Experience of working in Health or Social Care • Knowledge of the Social Care Sector |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Ability to communicate effectively with people by telephone and in writing • Ability to manage difficult conversations • Advanced knowledge and skills in a wide variety of Microsoft packages • Ability to organise and prioritise own workload • Ability to communicate with a range of people including providers, individuals and their representatives. • Interpersonal, organisational and administrative skills • Ability to explore alternative support to meet eligible needs and a positive approach towards meeting outcomes and promoting independence • Ability to arrange services that are value for money and meet individual need • Ability to create, maintain and validate information in a range of formats • Ability to investigate and identify issues with providers and escalate them appropriately • Commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Awareness of your own and others health and safety • Ability to travel across a wide geographical area in a timely and flexible manner in accordance with the needs of the job • Ability to work flexibly and react in an emergency for business continuity, including cover for bank holidays, weekends and evenings. |
| KNOWLEDGE | <ul style="list-style-type: none"> • Understanding of the needs of individuals, carers and their representatives. • Awareness of integrated working with partner agencies • An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act. • Awareness and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of |

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| | <p>Protection policies and processes and their relevance to Purchasing</p> <ul style="list-style-type: none"> • Compliance with information governance, data protection, record retention and confidentiality issues • Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety |
| KENT VALUES AND CULTURAL ATTRIBUTES | <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> |