

**Directorate:** Adult Social Care and Health  
**Unit/Section:** DCLDMH  
**Grade:** KR9  
**Responsible to:** Team Manager Lifespan 26+

**Purpose of the Job:**

Within the local social care and health systems, work with clients and their support networks, including service providers to ensure support is appropriately coordinated and communication is effective and actions between agencies and other parties. Work closely with service providers and other agencies to support clients working towards their independence and wellbeing goals and outcomes. Monitor, review and modify client's care and support plans accordingly.

**Main duties and responsibilities:**

1. Manage care and support to 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.
2. Work closely with service providers to conduct reviews, including annual statutory reviews, of clients' care and support plans to ensure the level of service is appropriate to meet their assessed eligible needs and monitor to address any changing needs within the appropriate authorization thresholds. Identify the appropriate specialist expertise that may be required to deliver the review e.g. Occupational Therapist, Work in partnership with the service provider throughout the process.
3. Manage crisis intervention to meet immediate requirements and reduce risk. Undertake IO safeguarding enquiries as directed by the Safeguarding Coordinator / Team Manager
4. Support and, participate in, joint and integrated working with a range of teams, partner organisations and other parties to offer a broad range of options to clients and carers. Develop support arrangements, supporting clients and their carers to build and maintain community links and optimise independence and wellbeing. Participate in multi-disciplinary meetings with partners to support complex needs.
5. Develop and maintain an extensive knowledge of available resources to support clients and their carers in the commissioning of ongoing services. Through a range of interventions, direct management and signposting, support clients to access the voluntary sector, information, advice and advocacy.

6. Co-ordinate specialist interventions with 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 team to ensure clients are fully supported as required.
7. Work closely with providers, client support service ,safeguarding coordinator and the Strategic Commissioning division to monitor, review and improve service delivery and ensure quality and outcome improvements are made where required. Lead and contribute to a range of service related projects as they arise.
8. Support the maintenance of good practice standards and enable continued development of professional skills that meet service requirements. Support the 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.
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 senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

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: - *Social Worker*

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>• Relevant degree, diploma in Social Work</li><li>• Up to date registration with professional body.</li><li>• Competent to work at the new practitioner/ practitioner level of the Social Care Capabilities Framework for Registered Workers</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Post qualification experience in Social Care, 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.</li><li>• Experience of multi-agency/partnership working.</li><li>• Experience of Assessment and Care and Support Planning</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 build and develop effective working relationships across a wide range of internal and external partners</li><li>• Ability to prioritise, forward plan and work effectively on own initiative as well as part of a team</li><li>• Supervision, mediation and negotiation skills</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 application of KCC's performance monitoring requirements.</li><li>• Demonstrate understanding and application of proactively influencing and peer challenging service providers and health and social care partners</li><li>• Demonstrate understanding and commitment 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 take responsibility for own and others health and safety.</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.</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, and service provider regulatory and contractual frameworks</li> <li>• Working knowledge of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes</li> <li>• Knowledge of KCC's supervision policy</li> <li>• Compliance with information governance, record retention, confidentiality issues and the General Data Protection Regulations</li> <li>• Working knowledge of financial procedures appropriate to the job</li> <li>• An evidenced based understanding and application of the Continuing Healthcare framework.</li> <li>• Working knowledge of alternative service and community assets</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>