

## Kent County Council

### Job Description: *Total Placement Service Placement Officer*

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| <b>Directorate:</b>    | <b>Children, Young People and Education</b>   |
| <b>Unit/Section:</b>   | <b>Children's Commissioning</b>               |
| <b>Grade:</b>          | <b>KSE</b>                                    |
| <b>Responsible to:</b> | <b>Total Placement Service - Team Manager</b> |

#### **Purpose of the Job:**

Take responsibility for the sourcing and provision of placements, short break packages, care and support in the home and other purchasing as required ensuring best value. Identify, broker and liaise with providers to secure appropriate resources prioritising the use of Kent County Council In House and Framework providers. Provide a comprehensive, coordinated and efficient service to ensure the timely and appropriate provision of the identified resource contributing to the effective and efficient running of the Total Placement Service.

#### **Main duties and responsibilities:**

- To manage and be responsible for a case load which will include brokering and matching placements for children and young people, short breaks – including overnight breaks for disabled children, care and support in the home packages and other purchasing of services as required that support our children and young people. Ensuring all resources are keenly priced and best value, requesting and securing financial and/or resource discounts as appropriate.
- Responsible for participating in the resolution of complex issues in relation to identifying specialist provision, managing liaison between key stakeholders to provide the best and least disruptive service for children and young people, escalating more complex cases when appropriate.
- Ensure the acquisition and application of knowledge that relates to relevant legislation, regulation and statutory guidance, KCC and team policy, guidance and practice standards to ensure high standards of practice. Support stakeholders in understanding the resource that is required, being able to identify how resources will meet identified needs and securing the provision. Provide a high standard of service and advice in the identification and purchasing of cost effective in house and external placement and resources.
- To robustly maintain KCC databases and systems ensuring all records are kept up to date and are accurate ensuring any errors are corrected to ensure a high level of data quality. Facilitate and support an increased understanding and use of existing practices and processes within the Total Placement Service, its functionality, and achievements including supporting the induction of new staff.

- Develop and maintain constructive relationships and work collaboratively with partners (internal and external) and across agencies to inform and devise approaches to planning and development and improve use of resources within a quality and performance culture.
- To attend all office days, service and Directorate meetings as required to support and engage in effective team building, collaboration, learning and development to ensure excellent service delivery.
- Be responsive and agile to deal with planned, unplanned and emergency scenarios liaising with managers and others as appropriate to ensure effective delivery of services. Being flexible in your approach which may require working outside of core business hours, as agreed.
- Routinely access, analyse and interpret data across a range of systems to support, understand and improve and calculate placement and resource costs which will inform cost negotiations.

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: *Total Placement Service Placement Officer*

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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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"><li>• GCSE Maths and English or equivalent level 2 qualification.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"><li>• Experience of the public, private or voluntary sectors of social care provision.</li><li>• Experience of a customer or service user facing environment.</li><li>• Experience of working as part of a team</li><li>• Experience of purchasing and negotiation</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"><li>• Good negotiation skills and high level of interpersonal and communication skills at all levels and using all mediums, including ability to effectively manage difficult conversations.</li><li>• Excellent interpersonal, organisational, IT and administration skills including analysis and application of data.</li><li>• Ability to investigate complex queries and anomalies when required.</li><li>• Ability to work flexibly and react in an emergency for business continuity, including working outside of core business hours.</li><li>• Ability to organise and prioritise workload to achieve deadlines.</li><li>• Ability to monitor and process accurate financial records.</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required.</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working.</li></ul> |
| <b>KNOWLEDGE</b>            | <ul style="list-style-type: none"><li>• Awareness of the services and responsibilities of Childrens Commissioning.</li><li>• Awareness of integrated working with partner agencies.</li><li>• An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Children Act 1989.</li><li>• Knowledge and compliance of information governance, data protection, record retention and confidentiality issues.</li><li>• Knowledge of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures, and legislation.</li><li>• An awareness of and work within national legislation and</li></ul>                                                                                                                                                                                                                                |

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|                                            | Corporate and Directorate policies and procedures relating to Health and Safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>KENT VALUES AND CULTURAL ATTRIBUTES</b> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> |