

Kent County Council

Job Description: Arranging Support Senior

Directorate:	Adult Social Care and Health
Unit/Section:	Business Delivery Unit
Grade:	KR9
Responsible to:	Arranging Support Manager

Purpose of the Job:

Report to the Arranging Support Managers, working in partnership with Locality Teams and Health to purchase a range of support that will meet an individuals need, as agreed in their Care and Support Plan. This will be done following the Councils contractual and purchasing protocol requirements with the relevant system updates.

Be a contact point for providers in the local area and work proactively with a range of stakeholders to ensure the timely supply of care and support for individuals. Take responsibility to manage the Arranging Support staff within the locality.

Main duties and responsibilities:

1. Report directly to the Arranging Support Manager by supervising and overseeing the Arranging Support Team on a day to day basis. Provide support, development, recruitment, supervision and motivation for the team.
2. Work with the Locality managers and other stakeholder teams to arrange support, developing a specialist knowledge of the provision within the locality and wider Kent.
3. Work flexibly to ensure support is purchased to meet assessed need, within appropriate time scales, following contractual guidance and for the best price. Work with practitioners, health, individuals and their representatives, providers and commissioning. Providing day to day oversight and direction to the team, ensuring that services are arranged to best meet the needs of the individuals, and relevant authorisation process has been followed.
4. Support complaints investigation, respond to complaints, LGSCO requirements and Freedom of Information requests within the agreed timeframe.
5. Work complex referrals, and support Arranging Support team to manage difficult cases, obtaining and providing financial authorisation as appropriate, investigating financial queries.
6. Provide accurate reporting, KPI and analytical data to supporting stakeholder teams including Health, as required.
7. Build and maintain good working relationships with providers; ensure consistent best price, whilst following KCC's purchasing policy. Have oversight of services within the market, escalating cases where services required are not available and ensuring risks are minimised.

8. Report concerns to commissioning and safeguarding where appropriate, adhering to CQC and commissioning sanctions, and safeguarding protocols.
9. Liaise with individuals, their representatives and providers to resolve issues around provision, highlighting issues as appropriate, investigating alternative services and actions where there is a delay in arrangement of provision.
10. Take the lead for the team with providers wishing to hand back a care package and home closures, ensuring protocols are followed.
11. Prepare and present reports in a timely manner and as required, develop, maintain and improve systems where necessary in order to ensure efficient operating processes.
12. Lead by example and ensure that the team consistently and correctly identify individual needs where a referral to the 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.
13. Deputise for the Arranging Support Manager when required and as appropriate.
14. 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.

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Person Specification: Arranging Support Senior

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	<ul style="list-style-type: none"> • Level 4 qualification or related professional qualification or relevant experience • Kent Manager (or working towards)
EXPERIENCE	<ul style="list-style-type: none"> • Supervisory experience • Experience of multi-agency/partnership working • Experience of collating and analysing data • Experience of negotiating with stakeholders • Experience working in a Health or social care setting
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to communicate concisely and effectively through written and verbal communications • Understanding of, and ability to evaluate, the level of risks to individuals and prioritise referrals accordingly • Advanced IT skills and effective use of Microsoft Office programs • Ability to build and develop effective working relationships across a wide range of internal and external partners • Ability to prioritise, forward plan and work effectively on own initiative • Ability to lead and motivate a team • Supervision, mediation and negotiation skills • Excellent personal resilience to respond to challenges • Ability to contribute to, and lead on a range of service related projects • Ability to reflect on and critically analyse own performance in an effective way • Ability to take responsibility for own and others health and safety • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Understanding and application of KCC's performance monitoring requirements • Ability to travel flexibly across a wide geographical area in accordance with the needs of the job • Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends and evenings • Demonstrate understanding and application of proactively influencing and challenging service providers
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Purchasing protocols. • Understanding of the needs the people we support

	<ul style="list-style-type: none"> • Working knowledge and understanding of financial procedures appropriate to the job • Understanding and proactive participation with partner agencies in an integrated way • An understanding of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act. • Working knowledge of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation • Knowledge and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing • Compliance with information governance, data protection, record retention 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>