# Kent County Council

## Job Description: *Community Social Care Officer*

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| **Directorate:** | **Adult Social Care and Health** |
| **Unit/Section:** | **Place-based Teams** |
| **Grade:** | **KSE** |
| **Responsible to:** | **TBC** |

## Purpose of the Job:

Work to support adults with care and support needs, their families and carers to make a positive difference every day. Support people to make informed choices to live as full and safe life as possible. Work in partnership to ensure support is appropriately coordinated and communication is effective between agencies and other parties. Work closely with service providers and other agencies to support the people we support working towards their independence and wellbeing goals and outcomes.

## Main duties and responsibilities:

- Provide a friendly and competent response to people who contact with Adult Social Care. Have conversations based on the person's strengths providing advice, information and guidance, linking people into community services where necessary.

- Liaise with multiple external organisations (for example: GPs, Community Mental Health Teams and Community Wardens) to ascertain additional information as required, to identify the appropriate support for a person.

- Deliver high-quality, person-centred care and support. Identify what is important to the people we support, and how they can live a life they want to live. Being involved in people's lives in the least intrusive way – and always in their best interests

- Support people and their carers, family members or others in their support network, to build and maintain community links, and to live as independently as possible, for as long as possible

- Build and develop relationships with wider partners to conduct person-centred reviews, including annual statutory reviews, of clients' care and support plans, and work together to enable people to achieve their personal outcomes.

- Support the management of crisis intervention to meet immediate requirements and reduce risk. Carry out safeguarding enquiries under the direction of an experienced practitioner.

- Undertake initial enquires for safeguarding concerns. Work closely with the designated safeguarding officer, teams, providers and strategic commissioning to ensure safeguarding post implementation plans are implemented.

- Be flexible and adaptable in supporting people, their families and carers by using skills and expertise/training to undertake specialist work, by working with people in another locality if required and by working with managers and colleagues to provide access to the service during its operating hours in order to contribute to the delivery of an effective, accessible and resilient social care service.

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: *Community Social Care Officer*

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** | • Educated to GCSE level or equivalent, demonstrating numeracy and literacy.<br>• Level 2 (working towards Level 3) Diploma in Health and Social Care or demonstration of equivalent experience/knowledge. |
| **EXPERIENCE** | • Experience and/or interest of working with people with social care needs<br>• Working in a multi-agency environment/partnership<br>• Experience or demonstrated interest in providing a service to residents. |
| **SKILLS AND ABILITIES** | • Ability to type an accurate reflection of a conversation whilst it is taking place.<br>• Ability to communicate effectively with people we support and their carers, colleagues and partner agencies through written and verbal communications<br>• IT skills and effective use of Microsoft Office programs<br>• Ability to work effectively under own initiative to prioritise own workload and as part of a team<br>• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery<br>• Ability to build and develop effective working relationships across a wide range of internal and external partners<br>• Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence<br>• Ability to reflect on and critically analyse own performance in an effective way<br>• A Full UK Driving License – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability<br>• Ability to work flexibly and reacting for business continuity, including cover for bank holidays, weekends and evenings.<br>• Work towards getting appropriate skills to your grade to suit the needs the business |
| **KNOWLEDGE** | • Awareness of key policies, legislation and statutory guidance for adult social care, including the Care Act 2014, Mental Capacity Act, Mental Health Act and Safeguarding policies and processes<br>• Awareness of information governance, record retention, confidentiality issues and the General Data Protection |

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| | Regulations<br>• Awareness of financial procedures appropriate to the job<br>• Awareness of alternative service and community assets |
| **KENT VALUES AND CULTURAL ATTRIBUTES** | **Kent Values:**<br><br>• We are **brave.** We do the right thing, we accept and offer challenge<br>• We are **curious** to innovate and improve<br>• We are **compassionate**, understanding and respectful to all<br>• We are **strong together** by sharing knowledge<br>• We are all **responsible** for the difference we make<br><br>Our values enable us to build a culture that is:<br><br>**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile<br>**Curious** - constantly learning and evolving<br>**Compassionate and Inclusive** - compassionate, understanding and respectful to all<br>**Working Together** - building and delivering for the best interests of Kent<br>**Empowering -** Our people take accountability for their decisions and actions<br>**Externally Focused** - Residents, families and communities at the heart of decision making |