

Kent County Council

Job Description: *County Placements Team - Placements Coordinator*

Directorate:	Adult Social Care and Health
Unit/Section:	OSU Access to Resources
Grade:	KR7
Responsible to:	County Placements Team Manager

Purpose of the Job:

To arrange placements and coordinate all long and short term residential and nursing beds for older people. Follow the KCC contract protocols and negotiate with providers to ensure needs are met and that KCC gets best value for money. Work with service users and their representatives, to find a placement and provide information on costs of care. Ensure care details are input onto the client systems and purchase orders are produced. Liaise with providers in the implementation of care home packages and report any issues with care provision to the relevant Commissioning Officer.

Main duties and responsibilities:

- Manage referrals for long and short term residential and nursing placements, by following KCC contract procedures. Ensure that this is done in an efficient and timely manner; negotiate with providers to ensure best value for KCC. Undertake initial matching using the Care Directory; in house tools, arrange assessments, agree placement dates and that purchase orders are completed to ensure providers are paid.
- Maintain an accurate database of service provision, and other ancillary information, running reports as requested, to ensure that up-to-date contract information is available regarding costs and terms, upon which informed management decisions can be made and information concerning the suspension, extension or termination of a particular service can be decided.
- Act as a point of contact with contracted Care Home providers, supporting quality and contractual monitoring by relaying accurate and appropriate information about the service user, ensuring care is requested as detailed in the referral form.
- Discuss with service users or their representatives, the role of the County Placements team and process, advice on costs of care including third party top up, client contribution, twelve-week property disregard. Provide letters and information as required.
- Ensure accurate contact sheets are kept up to date in line with KCC Data Protection Policy and Record Policy.
- Collate statistical data as required, to aid decisions concerning the awarding and monitoring of contracts and the review of activity levels, ensuring that relevant targets are met. Developing and improving systems where necessary in order to provide

local management information.

- Co-ordinate and track the provision of information relating to the service from all parts of the organisation, liaising with external partnership agencies where appropriate, checking and validating it to ensure that it is up-to-date, accurate and consistent, in order to ensure that managers are able to make fully-informed decisions concerning future developments within the service.
- Store, analyse and present information as appropriate, using a variety of techniques and tools, both computerised and manual, and designing spreadsheet and information tools as required, in order to meet project objectives and to inform further decision-making concerning the direction of the project.
- Negotiate with bed providers, relaying accurate and appropriate information about the service user, sourcing suitable alternatives when suitable beds are not available, to ensure that care is provided in a way that meets the needs of the client.
- Liaise with care providers directly when there are changes to service users' assessments or eligibility, ensuring they are fully up to date with the requirements and changes can be implemented with immediate effect or within defined timescales.
- 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.
- Provide staff and managers with timely and accurate information and advice on provider related issues as required. Contribute to meetings with Care Home providers to ensure services are continually reviewed and improved where possible.
- Liaise with staff and providers as necessary during emergency measures e.g. Heavy snowfall or severe flooding, to ensure that services are maintained to vulnerable service users.
- To be able to work flexibly, working bank holidays, weekends and evenings as required.

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: *Placements 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
QUALIFICATIONS	<ul style="list-style-type: none"> • Maths and English GCSE or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of adult social care. • Experience of private and voluntary adult care sector.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent interpersonal and the ability to communicate with a range of people, by phone, email or face to face. • To have the skills to negotiate residential/nursing prices. • Excellent IT skills and the ability to use a range of systems and spread sheets. • Excellent organisational skills and able to manage he ability to several tasks at once. • Ability to collate and analyse data. • To be able to work and across Care Management, contracts and the private care sector. Working in the teams across Kent. • Ability and commitment to support KCC's Equality and Diversity Policy Statement, which is integral to everything we do working with people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.
KNOWLEDGE	<ul style="list-style-type: none"> • Basic understanding of the needs of older people and the effects of moving into a care home. • Understanding of IT systems and able to use excel at an advanced level. • Awareness of Data Protection Act. • Awareness of safeguarding vulnerable adults. • Awareness of the Mental Capacity Act.
BEHAVIOURS AND KENT VALUES	<ul style="list-style-type: none"> • Work in partnership • Work collaboratively to find new solutions • Put the interests and wellbeing of customers first <p>Kent Values:</p> <ul style="list-style-type: none"> • Open • Invite contribution and challenge • Accountable