

## Kent County Council

Job Description: *Contact Assessment Officer*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Thanet and South Kent Coast Referral Service</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Senior Contact Assessment Officer</b>

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

Provide on behalf of Kent Adult Social Services a timely, accurate and efficient response to contacts and referrals from the public, partner agencies and other organisations by telephone. Complete Contact Assessment Referrals with people who are not currently supported by Adult Social Care ensuring that people have access to local community information and are appropriately referred onto the correct Adult Social Care team if they have an appearance of eligible Social Care needs.

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

- Provide a friendly and competent response to people and professionals who contact Adult Social Care appropriate to their presenting needs and circumstances, to determine appropriate support requirements.
- Complete Contact Assessments by telephone to establish the persons' situation and potential needs for support. Quickly build a rapport with the person and/or their representative to obtain detailed information about how a person is managing with various activities of daily living, including: washing and dressing, accessing the toilet, maintaining their personal care (showering and bathing) and accessing their home.
- Manage Contact Assessments for urgent situations, remaining calm and composed whilst gathering the required information and responding with empathy.
- Act as a trusted assessor to prescribe a specific range of minor Occupational Therapy equipment and adaptations to meet the persons needs based on the information that has been collected in the Contact Assessment.
- Establish whether there is an appearance of eligible needs under the Care Act and where this is evident, complete the referral to the appropriate team within Adult Social Care.
- Identify potential Safeguarding concerns and escalate these appropriately to ensure that the person is safe.

- Triangulate information with other professionals and referrers in event of a person declining Adult Social Care involvement where there is a reported appearance of need from another source; reporting these to the Senior Contact Assessment Officer who will provide support and direction.
- Accurately capture sensitive information from the discussions in the Adult Social Care database (Mosaic) whilst the discussion is taking place. Ensure that following the telephone conversation that the systems and person records are accurately and effectively maintained ensure that information is up to date and accurate and in accordance with GDPR requirements.
- Liaise with multiple external organizations (for example: GPs, Community Mental Health Teams and Community Wardens) to ascertain additional information as required, to identify the appropriate support for a person.
- Keep up to date with a detailed knowledge of the support and criteria for Adult Social Care and a wide range of external organisations.
- Provide up to date information and advice to the person or their representatives of local community services which may meet the person's needs. Identify appropriate externally provided support for the person and complete a range of referrals to external agencies including: Health, Community Navigators, Single Point of Access for Mental Health and handyman services.
- Actively participate in daily team meetings, training sessions through regular interactions with colleagues utilizing Microsoft Teams and face to face.
- Apply Service and Directorate policies and procedures exactly as defined to ensure consistency, fairness, transparency and quality of 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: *Contact Assessment 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Meet the competency levels set out in the Competency Framework for the role.</li><li>• English GCSE Grade C or equivalent</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working for Social Services or a related organisation.</li><li>• Experience of working with vulnerable people with special needs.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to type an accurate reflection of a conversation whilst it is taking place.</li><li>• Able to communicate clearly in writing.</li><li>• Ability to record information clearly under pressure.</li><li>• Ability to navigate and input into IT systems efficiently and effectively.</li><li>• Ability to communicate effectively and empathetically with people at all levels.</li><li>• Ability to work with people who are in distress and in crisis.</li><li>• Able to work at pace, prioritise work and to meet deadlines under pressure.</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 and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.</li></ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Working knowledge of the function of Kent Adult Social Services and eligibility under the Care Act 2014.</li> <li>• Knowledge of computer packages.</li> <li>• Knowledge of Safeguarding.</li> <li>• Awareness of data protection (GDPR) and the importance of confidentiality.</li> <li>• Awareness and compliance with equality and diversity policies, procedures and legislation.</li> <li>• Working knowledge of statutory and non-statutory policies and procedures applicable to responsibilities of Local Authorities towards children and vulnerable adults.</li> </ul>
<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>