

Kent County Council

Job Description: *Social Care Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Adult Social Care Connect
Grade:	KSE
Responsible to:	Adult Social Care Connect Community Team Manager

Purpose of the Job:

Adult Social Care Connect is the single point of access into Adult Social Care Services for all adults who are not currently supported by Adult Social Care in Kent. The service has a number of functions including the provision of information and advice, managing referrals into appropriate in-house enablement services, short term interventions, community services, through completing proportionate/initial social care assessments.

Our values are:

1) **Think Independence and Enablement First**

Make timely decisions to support people to remain as independent as possible using information and advice, new technology, equipment and referring to the Community Team for Care Needs Assessment when appropriate, and should the person require a direct payment to meet their eligible support needs; to empower people to live their own lives.

2) **Make Practice Led Decisions**

Having strengths-based conversations by working with people. People are experts in their own lives.

3) **Keeping people close to their communities.**

Strengthening existing relationships and supporting people to build new relationships whilst encouraging independence. Ensuring an enablement focused and a strengths-based approach is part of everything we do to help people to engage in activities that are important to them.

Our principles are:

For People to get the right support at the right time, through the principles of Prevent, Reduce, and Delay:

Prevent –To Promote the wellbeing of people we support, by providing information to help them link in with their communities and the activities that are important to them.

Reduce – Provide early collaboration to help people remain independent by providing equipment/adaptations, technology, or short-term services.

Delay – Support people to remain healthy so people can remain in their own homes and communities for as long as possible.

The role of a Social Care Officer is to provide efficient, proportionate, quality strengths based, community-based solutions, support, and information for all new referrals from the public, partner agencies and other organisations.

This role provides vital support to the wider function, dealing with large volumes of enquire, ensuring referrals for the people we support, and requests are responded to efficiently and appropriately whilst working in partnership with key providers in the community and across Adult Social Care, to enable the people we support to access local services and life as independently as possible.

Main duties and responsibilities:

- Use a strength-based approach in line with the Adult Social Care Practice Framework, listening and developing creative and personalised solutions to assist people to manage their lives independently for as long as possible.
- Working in partnership to improve collaboration, co-ordination, and support to meet the needs of the people we support and liaise with families or carers as appropriate.
- Provide short-term intervention plans for people as appropriate, ensuring people are supported and encouraged to access community support and information that is available (where appropriate).
- Manage referrals for urgent situations, remaining calm and composed whilst gathering the required information, responding with empathy, identifying risk, using professional curiosity and escalating where appropriate.
- Act as a trusted assessor to prescribe a specific range of minor Occupational Therapy and enablement focused techniques, equipment and adaptations to increase and maximize the person's independence based on the information

that has been collected via the telephone/virtual/face to face conversation with the person, carer or professional.

- Identify potential Safeguarding concerns and escalate these to the Safeguarding Team to ensure that the person is safe.
- Record Information concisely using a recording system such as MOSAIC and in accordance with GDPR.
- Working autonomously to ensure delivery of the service's Key Performing Indicators.
- Actively participate in daily team meetings, county wide training sessions through regular interactions with colleagues utilizing Microsoft Teams.
- 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: *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
QUALIFICATIONS	Meet the competency levels set out in the Competency Framework for the role. Level 2 (working towards Level 3) Diploma in Health and Social Care or demonstration of equivalent experience/knowledge. English GCSE Grade C or equivalent. In exceptional circumstances a relevant qualification and experience of working with Adults will be considered.
EXPERIENCE	Experience of working in Social care or a related organisation, working with a diverse range of vulnerable people with special needs. Experience of working with and escalating risk where appropriate, including potential Safeguarding concerns. Experience of using assessment frameworks and assessing needs.
SKILLS AND ABILITIES	Communicate effectively, being non-judgmental and respond empathetically with people from a range of different backgrounds and cultures. Able to communicate clearly in writing. Ability to navigate and input into IT systems efficiently and effectively while capturing an accurate reflection of a conversation. Able to work at pace, prioritise work and to meet deadlines under pressure. Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery.

KNOWLEDGE	Knowledge of Adult Social Care and Health legislation, such as the Care Act 2014, and other relevant legislation. Knowledge of computer packages. Knowledge of Safeguarding and strengths-based practice theories to effect positive change. Awareness of data protection (GDPR) and the importance of confidentiality. Awareness and compliance with equality and diversity policies, procedures and legislation. Working knowledge of statutory and non-statutory policies and procedures applicable to responsibilities of Local Authorities towards children and vulnerable adults.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • 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 Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making (If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)