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| <b>Directorate:</b>    | Children, Young People and Education                    |
| <b>Unit/Section:</b>   | 18+ Care Leaver Service, Integrated Children's Services |
| <b>Grade:</b>          | KR7   |
| <b>Responsible to:</b> | Accommodation Team Manager                              |

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

Provide professional support to a range of providers and Personal Advisers/Team Managers to ensure support is appropriately coordinated and communication is effective to support service users working towards their independence and wellbeing goals. The role will also require the post holder to support Care Leavers and 16/17-year-old Children in Care (where appropriate) who require additional support to maintain their accommodation due to their behaviours and vulnerabilities, to ensure placement stability.

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

- Manage a caseload of Kent Supported Homes Hosts including Independent Foster Agency Staying Put Hosts, and other providers (as appropriate) as their Single Point of Contact to ensure that the level of service is appropriate to meet service users assessed eligible needs.
- Develop and maintain an extensive knowledge of available resources to support providers in meeting the needs of the service users through a range of interventions including, direct management and signposting and supporting service users to access the voluntary sector for information, advice & guidance.
- Support integrated working with Social Workers, Personal Advisers and a range of providers to identify the required outcomes of each placement that the provider must meet, in-line with the Service User's Pathway Plan (where appropriate). Build and maintain community links and optimise independence and wellbeing and support accommodation move-on plans. Provide mediation and be an agent of negotiation between a range of providers and Social Workers/Personal Advisers and the Service Users.
- Support a range of providers and senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.
- Work closely with accommodation providers to monitor, review and improve service delivery and ensure quality and outcome improvements are made where required.
- Support the Personal Adviser for each Service User to ensure the correct Housing

Related Benefits or other payments are in place for any applicable provision of accommodation. Work with the Placement and Accommodation Finance Officer/Benefits Adviser as required, to ensure that any issues in respect of DWP, KCC or provider payment collection and procedural issues are identified, responded to and addressed.

- Where behavioural issues are identified, additionally support Service Users in any accommodation provisions that require it to sustain placement stability.
- Travel countywide and out of county, when required to attend to the needs of a range of providers, Service Users, or to otherwise act as a representative of the KCC 18+ Care Leavers Service.
- Support with ongoing development of the service and remain flexible to service and service user needs

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.

## Kent County Council

### Person Specification: *Accommodation 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>  |
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| <b>QUALIFICATIONS</b>       | Level 3 Diploma in a relevant subject, for example, education, training, guidance, counselling, youth and community work, health or social service work or work in the voluntary sector.   |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"> <li>• Experience of working in health or social care</li> <li>• Experience of multi-agency working</li> <li>• Experience of developing young person-centered plans and strategies in relation to behaviours and transition to adulthood and independence Experience of face-to-face work with Care Leavers in a formal or informal setting.</li> <li>• Experience of working with Care Leavers from a diverse range of backgrounds or specialist knowledge of the needs of Care Leaver from particular groups.</li> <li>• Experience of delivering Supervision and assessing needs for professional development within this framework.</li> </ul>   |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"> <li>• Good negotiation skills and high level of interpersonal and communication skills at all levels.</li> <li>• Excellent administration skills</li> <li>• Ability to meet strict deadlines</li> <li>• Ability to plan and prioritise effectively</li> <li>• ICT literate with accurate record keeping skills</li> <li>• Identify issues which may need resolving via improved process or policy and recommend improvements to work practices when identified</li> <li>• Ability to work sensitively within a variety of contexts and adapt the way you work as appropriate</li> <li>• Innovative and creative problem solving and resource allocation in line with structural and systemic processes and boundaries.</li> <li>• Demonstrable ability in respect of setting boundaries and expectations of behaviours/support delivery for Service Users and the professionals supporting them.</li> </ul> |
| <b>KNOWLEDGE</b>            | <ul style="list-style-type: none"> <li>• Working knowledge of The Children Act 1989 and 2004, Children's (Leaving Care) Act 2000 and the Children's and Families Act 2014</li> <li>• Knowledge of the Benefit systems/processes</li> <li>• Knowledge of accommodation processes for Care Leavers</li> <li>• Knowledge of the regulatory frameworks and quality standards for accommodation based services</li> </ul>   |

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|                                   | <ul style="list-style-type: none"> <li>• Understanding of the needs of unaccompanied asylum-seeking children and young people, and the associated processes</li> <li>• Awareness of Data Protection, GDPR and confidentiality issues</li> <li>• Awareness of and responsiveness to political issues</li> </ul>   |
| <b>BEHAVIOURS AND KENT VALUES</b> | <p><b>Kent Values:</b></p> <p><b>Open</b><br/>Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-Council and treating people fairly and with respect.</p> <p><b>Invite Contribution and Challenge</b><br/>Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution.</p> <p><b>Accountable</b><br/>Self-sufficient, taking personal and professional responsibility for our actions, the pace at which we work, performance and the council's money.</p> <p>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.</p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul> |