

## Kent County Council

### Job Description: Operational Support Services (OSS) Officer

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Operational Support Services  
**Grade:** KSE  
**Responsible to:** Team Manager

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

Working in the Operational Support Service you will have a varied caseload, your involvement with a person will ordinarily be as an additional worker role, the key worker role will be open to a Practitioner in the Operational Team.

It is important to note that your role will involve you visiting people's homes in the community and therefore being able to travel across a large geographical area in a timely manner is an essential requirement. There are often situations that arise that will require flexibility at short notice.

This is a hybrid role with days out on visits and office attendance weekly.

Your caseload will consist of, but not limited to the following areas of specialism:

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

##### **Protection of Property including care of pets**

- In accordance with section 26 of the Care Act 2014 undertake an initial search of a person's property when they are temporarily away due to respite or hospital stay
- To ensure that all preparation prior to and post visit are recorded appropriately within KCC systems. To update documentation as necessary throughout entire start to end processes.
- Undertake regular follow-up visits to the property to ensure that essential items are collected, and the property is secure – escalating any concerns to your line manager as required. Liaise with external providers in relation to the person's utility correspondence.
- Arrange for the care of a pet(s) on behalf of the person when they are unable to make necessary arrangements themselves which includes liaising with animal shelters to ensure the pet(s) are safely transported and looked after, providing regular feedback to the person, their representative or the Practitioner.
- Arranging, overseeing, and finalising the clearance of a person's property by ensuring that decisions made in respect of the person's belongings are with their consent or within their best interest.

##### **Arranging a Deputyship Order on behalf of a person**

- In accordance with the Mental Capacity Act 2005 make arrangements to progress referrals on a person's behalf for a Deputyship Order, this could be for a Local Authority Deputy or a Panel Deputy.
- Liaise with Community Teams who will collate information required for the person which includes financial information that allows the Court to make a decision to appoint a Deputy in the person's best interest.

- Arrange for the person to be visited in the timeframe set by the Court to discuss and serve court papers and provide feedback to the Court on the outcome of your visit.
- Liaise with interested parties such as family members, the practitioner or a solicitor on the progress of the deputyship application.

### **Management and monitoring of Temporary Financial Assistance**

Liaise with the individual requesting Temporary Financial Assistance for care and support, ensuring that agreement and evidence is obtained that supports the progress of releasing finances to cover care costs and reimburse KCC.

- Monitoring and managing the progress of TFA cases, making timely communication with individuals.
- Report trends and information gathered from people who draw on care and support and their families for TFA, providing feedback to Operational and Finance teams, improving service delivery, reducing complaints and minimising debt to the individual and the local authority.

### **General responsibilities**

- Respond to enquiries received in the service and ensure that a proactive approach is taken in handling and resolving queries and where necessary escalate promptly any issues to the Head of Service or the Manager
- Support the Head of Service and the Manager in the delivery of the Service Key Performance Indicators

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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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>• Level 3 qualification or relevant experience</li><li>• GCSE Maths and English Grade A-C or equivalent</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working as part of a team</li><li>• Experience of working with providers and other agencies</li><li>• Experience of working within Social Care</li><li>• Experience of purchasing or arranging care packages</li><li>• Experience of analysing and interpreting data</li><li>• Experience of working with vulnerable service users</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to communicate effectively with people by telephone, in writing and in person.</li><li>• Computer skills in a wide variety of Microsoft packages, particularly Microsoft Excel</li><li>• Ability to organise and prioritise own workload.</li><li>• Ability to communicate with a range of people including providers, vulnerable adults and their representatives.</li><li>• Ability to present a convincing alternative course of action to providers and colleagues.</li><li>• Ability to understand and interpret large amounts of data and translate findings into decipherable actions.</li><li>• Ability to undertake Mental Capacity Statements</li><li>• Interpersonal, organisational and administrative skills</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.</li><li>• Demonstrate the ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence.</li><li>• Awareness of your own and others' health and safety</li><li>• Ability to travel flexibly across a wide geographical area in accordance with the needs of the job.</li><li>• Ability to arrange services that are value for money and meet the client's needs.</li><li>• Ability to create, maintain and validate information in a range of formats.</li><li>• Ability to identify issues with providers and escalate them appropriately.</li><li>• Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends and evenings.</li></ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of Purchasing protocols</li> <li>• Understanding of the needs of vulnerable adults and their families.</li> <li>• An understanding of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act.</li> <li>• Knowledge of the county's debt management and charging policies, as well as an understanding of key benefit legislation.</li> <li>• Knowledge of the county's Direct Payments policies.</li> <li>• Knowledge of the directorate's Adult Social Care systems and, specifically, areas relating to provision, cost and authorisation.</li> <li>• Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation</li> <li>• Knowledge and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing</li> <li>• Compliance with information governance, data protection, record retention and confidentiality issues</li> <li>• Awareness of integrated working with partner agencies</li> <li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</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><b>Our values enable us to build a culture that is:</b></p> <ul style="list-style-type: none"> <li>• <b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</li> <li>• <b>Curious</b> - constantly learning and evolving</li> <li>• <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</li> <li>• <b>Working Together</b> - building and delivering for the best interests of Kent</li> <li>• <b>Empowering</b> - Our people take accountability for their decisions and actions</li> <li>• <b>Externally Focused</b> - Residents, families and communities at the heart of decision making</li> </ul>