

Kent County Council

Job Description: Welfare Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Growth and Communities
Grade:	KSD 0.4 FTE (15 hrs per week)
Responsible to:	Head of GRT Resident Service

Purpose of the Job:

To deliver a proactive frontline service across the KCC portfolio of sites by conducting visits to every location. Ensure each visit is thorough and high-quality, including checks on KCC assets, accurate water readings, and prioritising the welfare of residents.

Lead on Unauthorised Encampments, acting as the primary service lead for site visits, ensuring compliance with KCC processes.

Main duties and responsibilities:

- 1.** Complete high quality visits as directed, to all sites in KCC's portfolio, establishing excellent professional relationships with residents, and dealing with day to day enquiries. Ensure all visits are planned in advance, are well structured and positively impactful.
- 2.** Support residents with activities to enable the payment of rent to KCC, and annually and as required, lead on completion of appropriate tasks to secure direct payment of Universal Credit (rent) to KCC.
- 3.** Complete scheduled inspections of KCC assets and take up to date water readings, recording all findings accurately, and taking appropriate actions to ensure compliance with the KCC Pitch Licence Agreement. Maintain all records accurately and take all necessary actions in a timely manner. Proactively identifying and take action as appropriate, for any issues or concerns with water meters.
- 4.** Attend Unauthorised Encampments, carrying out robust welfare checks, and adhering to the approved process for managing encampments. Maintain all records accurately, make referrals to partners and other agencies as needed, and follow up on all actions in a timely manner.
- 5.** Maintain full awareness of all licence conditions and identify potential breaches, gathering evidence as necessary. Engage proactively with residents in the first instance, and report any breaches to the Sites Officer for action speedily, providing on site follow up as requested. Complete decision making welfare checks as required.
- 6.** Maintain contact with residents in between site visits using the most appropriate method,

and respond to all enquiries/requests in a timely manner.

7. Ensure a high standard of record keeping at all times, and always adhering to Data Protection policies, and ensuring that any information is shared compliantly, ensuring all tasks and records are completed in a timely manner.
8. Gain and maintain a sound understanding of GRT culture, paying due consideration to this when communicating with residents, tailoring approach and method as appropriate. Keep up to date knowledge of processes to apply for direct payments of benefits and on opportunities for funding to support residents.

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: Welfare 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	<p>NVQ 2-3 (or equivalent)</p> <p>Full completion of the KCC offer of Safeguarding training</p>
EXPERIENCE	<p>Experience of providing a high standard of customer service and sharing confidential information</p> <p>Experience of working in a frontline, operational role</p>
SKILLS AND ABILITIES	<p>Excellent customer care skills, with the ability to deal confidently with customers, both on the telephone and face-to-face at events and deliver difficult messages clearly.</p> <p>Well-developed written and verbal communication skills, computer skills (Microsoft Word and Excel); organisational and practical skills, with accurate attention to detail</p> <p>Ability to work co-operatively with internal and external colleagues/partners to achieve a mutually beneficial outcome.</p> <p>Ability to work as part of a team as well as being a good self-motivator who is able to work with minimal supervision.</p> <p>Good organisation skills and a high level of personal resourcefulness in taking responsibility for actions and progressing actions at pace.</p> <p>Excellent verbal communication skills and the ability to communicate with people with different levels of literacy and communication ability.</p>
KNOWLEDGE	<p>Good knowledge of governing legislation including the Mobile Homes Act 1983 and the Data Protection Act 2018.</p> <p>Good knowledge of the issues and constraints that may exist on caravan/Gypsy and Traveller sites.</p> <p>Establish excellent working knowledge of all Service policies and processes.</p> <p>Good knowledge of KCC and Service specific Safeguarding protocols.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> 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