

# Kent County Council

## Job Description: Case Officer

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>OPPD</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Social Care Discharge Coordinator</b>

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

Act as the primary worker for clients during the assessment period of the OPPD pathway, as assigned following integrated triage. Manage the assessment process for clients, ensuring the identification of needs and outcomes required. Promote all options for an individual's independence and establish the appropriate level of ongoing resource allocation to meet their support needs through the creation of a Care and Support Plan.

Work in an integrated way with Health professionals to ensure clients receive a coordinated, clear and consistent service between Health and Social Care.

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

1. Conduct proportionate, observation based, functional and holistic assessments. Establish the client's abilities, circumstances and support mechanisms to determine the level of resource required to optimise the individual's independence including equipment or minor adaptations.
2. Ensure that clients are empowered and actively participate throughout the assessment process and ensure that they are at the centre of decision making in order that opportunities for choice and control over their support arrangements are optimised. Ensure enablement is promoted to clients with a view to assisting them to regain or increase levels of independence as far as possible.
3. Identify and request/ refer for specialist input into the Assessment as needed (for example: Sensory Services, Occupational Therapy, Autism Services, Health Services, Safeguarding and Social Work services. Arrange temporary and/or emergency support, where needed, so that a persons' immediate requirements are met and supported.
4. Identify a person's eligible needs and outcomes. Explore all appropriate options and identify how best to meet these needs through the development of a Care and Support Plan. Refer the case through to the Practice Assurance panel for validation of the decision making when the client has unmet eligible needs.
5. Provide advice to staff in the Promoting Independence team and other teams within OPPD on a range of issues in relation to a client's support needs.

6. Identify and refer appropriate circumstances to the relevant specialist team to ensure that clients, their families and related individuals are fully supported as required.
7. Ensuring an overall positive customer experience and that the client is able to actively participate positively into their Assessment and Care & Support plan.
8. Identify and appropriately respond to any issues arising that relate to quality of provision by providers.
9. Develop and maintain effective working relationships across the organisation to ensure the smooth transition of clients through the operating model and that Directorate and client requirements are met and consistently delivered.
10. Develop and maintain an extensive knowledge of available resources and maintain links with partner agencies in order to offer the broadest range of options to clients in developing their support packages, and act as a Trusted Assessor for prescribing of equipment.
11. Create and maintain accurate, up to date and reliable data, information and records in line with information governance framework requirements, standards and best practice to ensure compliance with legislation.
12. Work closely with providers, quality improvement teams, safeguarding teams and the Strategic Commissioning division to monitor, review and improve service delivery and ensure quality and outcome improvements are made where required. Contribute to a range of service related projects as they arise.
13. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

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: Case 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>• GCSE (or equivalent) A-C in Mathematics and English.</li> <li>• Level 2 or working towards level 3 Diploma (or equivalent) and/or relevant basic professional qualification or appropriate experience.</li> <li>• Trusted Assessor (or willingness to work towards)</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience and/or interest in working with people with social care needs (e.g. learning disability, physical disability, older persons)</li> <li>• Working in a multi-agency environment/partnership</li> <li>• Experience of undertaking Assessments and developing Care and Support plans.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with clients, carers, colleagues and partner agencies through written and verbal communications</li> <li>• Ability to gather and assimilate information in order to complete Assessments and develop Care and Support Plans.</li> <li>• Ability to build and develop effective working relationships across a wide range of internal and external partners</li> <li>• Good observational and functional assessment skills.</li> <li>• Ability to prioritise workload</li> <li>• Effective planning and organisational skills</li> <li>• IT skills and effective use of Microsoft Office programs</li> <li>• Able to work effectively under own initiative and as part of a team</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>• Ability to travel across a wide geographical area in a timely and flexible manner to ensure that the needs of the service are met, including evening and weekend working when required.</li> </ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• An evidenced based understanding and application 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>• Understanding of Person Centred Planning and approaches</li> <li>• Awareness of the local resources available in the community</li> <li>• Knowledge of potential safeguarding issues and understanding of the referral process</li> <li>• Working knowledge of Direct Payments</li> <li>• Detailed understanding of the Mental Capacity Act and undertaking Mental Capacity Assessments.</li> <li>• Compliance with information governance, record retention, confidentiality issues and the General Data Protection</li> <li>• Regulations of data protection and confidentiality issues.</li> </ul>
<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to</li> <li>• all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible 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>