

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Operational Support Services  
**Grade:** KR7  
**Responsible to:** Team Manager

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

Contribute to the aims of the Operational Support Service Function in overseeing and accounting for all non-staffing related expenditure relating to the Older Persons and Physical Disability division of Adult Social Care. Act as initial contact point for the OSS function, whilst being the lead Officer for protecting individual client finances, where required, and holding the case responsibility for all deceased clients who have an outstanding debt to the Council.

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 in their own home and therefore being able to travel across a large geographical area in a timely manner is an essential requirement.

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
- 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 shelter 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.
- 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.
- Visit the person 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 a family member, the practitioner or a solicitor on the progress of the deputyship application.

### **Co-ordinating funding arrangements for care fees when a person is subject non-discretionary funding from the Council.**

- Liaise with the applicant who is applying to become a Deputy, ensure that evidence is obtained that supports the progress of their application including sending key correspondence to the applicant.
- Ensure that extension to funding arrangements are made in a timely manner to the Head of Service
- Ensure the Adult Social Care system is updated throughout your involvement and the person care home placement is extended on the system.

### **General responsibilities**

- As directed by the Head of Service or Manager undertake debt recovery activity that would ordinarily require input from the Operational Team, this may involve visiting a person in their own home to discuss matters in relation to outstanding debt or financial disputes of their assessed charge.
- 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 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: *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>• 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 organize 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> </ul>
	<ul style="list-style-type: none"> <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>KENT VALUES AND CULTURAL ATTRIBUTES</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>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>