

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People and Physical Disability  
**Grade:** KR 11  
**Responsible to:** Team Manager – Promoting/Supporting Independence

**Purpose of the Job:**

Provide a practice and supervisory service to both registered and non-registered staff within the team ensuring effective safe practice and adherence to the operating framework for OPPD clients and related policies, procedures and practice guidance.

Work with local social care and health systems, leading close working with service providers to support clients to work towards their independence and wellbeing goals.

Ensure that a strengths based approach and proportionate assessment is undertaken to inform care and support planning, to enable people to meet desired outcomes, identified needs and maintain wellbeing.

**Main duties and responsibilities:**

1. Provide professional practice/clinical oversight to registered and non-registered staff who manage care and support to clients in partnership with service providers and local health and social care networks, which require a high level of expertise and specialist input. Ensure team members are delivering effective, safe and high-quality practice when they review and modify care and support plans with clients and service providers.
2. Manage crisis intervention to meet immediate requirements and reduce risk. Oversee proportionate and holistic assessments, ensuring the strengths, capabilities and support available from the person's wider network are maximised. Identify and advise on barriers to change and how needs impact on family members or others in a client's support network. Manage crisis intervention to meet immediate requirements and reduce risk, using positive risk management approaches and tools.
3. Ensure that staff work with clients and service providers to determine that the level of service is appropriate to meet assessed eligible needs. Ensure any changing needs are addressed and approve changes to care and support plans and personal budgets which exceed defined tolerances.
4. Work in partnership with a range of teams, partner organisations and other parties to offer a broad range of options to clients and carers. Ensure participation in multi-disciplinary meetings with partners to support complex needs.

2. Ensure staff co-ordinate interventions with other professionals to ensure that care and support is delivered in a person-centred and timely manner. Oversee the referral of appropriate circumstances to the relevant team to ensure clients are fully supported as required.
3. Work closely with service providers, Safeguarding Teams, and the Strategic Commissioning Division to identify, monitor, review and improve service delivery and ensure quality and outcome improvements are made where required. Contribute to the continuous improvement of practices, procedures and initiatives to support high quality service delivery. Lead and contribute to a range of service related projects as they arise, including the development of new initiatives through representation on working/multi-agency groups.
4. Ensure all staff adhere to policies, procedures and capability framework for Safeguarding, Mental Capacity Assessment and Best Interest requirements in assessing the needs of clients. Ensure all staff have working knowledge of service provider regulatory and contractual frameworks.
5. Work collaboratively with service providers to plan and deliver training for the team and the service provider workforce. Ensure a suitable range of services are available to meet clients' needs and those of their families and/or carers. Offer positive peer challenge and professional support to develop practice and upskill the workforce, including showing techniques.
6. Be accountable for own performance and monitor the performance of a designated group of professional staff within the team taking appropriate action to maintain high practice standards. Enable continued development of professional skills to meet service requirements, ensuring staff adhere to policies, procedures and capability framework for Safeguarding, Mental Capacity Assessment and Best Interest requirements in assessing the needs of clients.
7. Responsible for high quality, wider professional practice/clinical oversight, advice and guidance across the OPPD directorate and to professionals from other partner agencies, utilising professional expertise to support OT, Social Work or Nurse qualified staff to ensure professional practice is supported and competencies maintained. Provide professional supervision for students on practice placements with the team, planning a range of work experience, supporting their development, monitoring progress and supporting the embedding of the student's learning in practice.
8. Support the Team Manager in the recruitment and induction of new staff and in managing the development of the team's knowledge base and expertise as well as supporting the day to day management of the team to ensure services are delivered and meet the standards required.
9. Support the Service Manager in building resilience within the team, responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.
10. Promote social work practice and contribute to a range of service related projects as they arise, including the development of new initiatives through representation on working/multi-agency groups. Support staff to develop their working

knowledge of community capacity within neighbourhoods, families and local areas.

11. Oversee application of social work values and ethics with staff working with clients and families to make the most of their emotional and practical assets as well as accessing the care and support they need. Provide professional advice and guidance to the team and other workers where required. Challenge systems and decisions that are oppressive or discriminatory and promote a person's human rights as enshrined in law.
12. Research, demonstrate, apply and advise on the relevant theories and methods of social work practice to complex situations, to help support people to achieve identified outcomes. Use and advise on evidence and value based practice to inform complex analysis, recommendations and decisions needed to support, empower and protect clients. Demonstrate understanding of the dynamics between theory, research, evidence and expertise in the application of professional judgement in decision making and advise other workers on this.

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.

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>• Relevant degree, diploma or related professional qualification in Social Work</li> <li>• Up to date registration with appropriate professional body</li> <li>• Competent to work at the Advanced Practitioner level of the Professional Capabilities Framework for Social Work.</li> <li>• KCC Kent Manager</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Significant post-qualification experience, in Social Services, Health related agencies or related private or voluntary organisation, of a magnitude that enables the post holder to have achieved the relevant level of the competency</li> <li>• Experience in a specialist area e.g. long-term conditions, autism, transition, etc</li> <li>• Experience of multi-agency/partnership working</li> <li>• Experience of working with clients spanning a range of complexity.</li> <li>• Supervision and development of registered and unregistered staff</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 build and develop effective working relationships across a wide range of internal and external partners</li> <li>• Ability to prioritise, forward plan and work effectively on own initiative as well as part of a team</li> <li>• Supervision, management, mediation and negotiation skills</li> <li>• Ability lead a range of service related projects</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>• Understanding and application of KCC's performance monitoring requirements</li> <li>• Demonstrate understanding and application of proactively influencing and peer challenging service providers and health and social care partners</li> <li>• Demonstrate ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence</li> <li>• Ability to act as a mentor and demonstrate teaching skills.</li> <li>• Ability to contribute to and lead working groups and dissemination of information consistently across the directorate.</li> <li>• Ability to take responsibility for own and others health and safety</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to travel across a wide geographical area in a timely and flexible manner to ensure the needs of the service are met, including evening and weekend working when required.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• An evidenced-based high level 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, and service provider regulatory and contractual frameworks</li> <li>• Good understanding of adult social work practice, policies, procedures and protocols.</li> <li>• High level working knowledge of directorate and corporate policies, procedures, practice and theories</li> <li>• Good understanding of joint working with partner agencies</li> <li>• Familiarity with relevant recent research and governmental and corporate initiatives</li> <li>• Working knowledge of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation</li> <li>• Comprehensive knowledge and application of Safeguarding, Mental Capacity Act/ DoLS and understanding of Court of Protection policies and processes</li> <li>• Knowledge of KCC's supervision policy</li> <li>• Compliance with information governance, record retention, confidentiality issues and the General Data Protection Regulations</li> <li>• Working knowledge of financial procedures and financial regulations</li> <li>• Professional supervision of a range of resources and financial management ability</li> <li>• Working knowledge of alternative service and community assets</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Value for money thinking</li> <li>• Innovative thinking</li> <li>• Risk managers</li> <li>• Managing expectations</li> <li>• Political awareness of unpopular decisions</li> <li>• Honesty/bravery</li> <li>• Solutions focussed</li> </ul> <p><b>Invite contribution and challenge</b></p> <ul style="list-style-type: none"> <li>• Co-production</li> <li>• Collaborative</li> <li>• Competition</li> <li>• Working together</li> <li>• Information Sharer</li> <li>• Integrated thinkers</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Professionalism</li> </ul>

	<ul style="list-style-type: none"><li>• Seeking constant improvement</li><li>• Quick response in relation to delivery</li><li>• Acting as a commercial business</li><li>• Innovator</li><li>• Capacity builder</li><li>• Creative</li><li>• Resilient</li></ul>
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