

Kent County Council

Job Description: *Case Officer*

Directorate: Adult Social Care and Health
Unit/Section: Older People/Physical Disability
Grade: KR7
Responsible to: Senior Practitioner

Purpose of the Job

Within a Clinical Commissioning Group Area, Manage an Adult Community Team caseload of less complex clients requiring assessment, review and ongoing support, ensuring the needs and outcomes for the individual are clearly evidenced against eligibility criteria. Develop support plans with clients designed to promote independence and determine the appropriate level of resource allocation required in order to meet their assessed eligible needs, taking into account any requirements under the Mental Capacity Act, Best Interests and Safeguarding of individuals.

Support people to identify and commission resources that enable them to choose the best support options that fit their assessed eligible need and preferred lifestyle choice providing on-going assistance, where required, in managing their support.

Main duties and responsibilities:

1. Support clients with proportionate holistic assessments (including where appropriate self assessments and carers assessments), to ensure they are able to engage appropriately and identify needs and outcomes. This will include consideration / actions relating to the Mental Capacity Act and/ or Safeguarding.
2. Conduct assessments with a promoting independence mind set, taking into full consideration the clients abilities, circumstances and support mechanisms in order to fully consider the level of intervention required to optimise the client's independence. Enablement services, telecare, equipment and minor adaptations to be fully considered and evidenced in the assessment.
3. Identify and document a person's eligible social care needs, the outcomes to be achieved through intervention and allocate financial resources in accordance with the Directorate's resource allocation system.

4. Identify and refer any safeguarding and quality of care issues in line with directorate policy and practice requirements, taking forward appropriate actions and communication with supervisor / line manager/ other directorate officers.
5. Communicate effectively with clients and families on a range of issues, some of which may include having difficult conversations, in relation promoting their independence, including information, benefit maximisation, support services and equipment in order to inform the range of choices available when a person comes to develop their package of support and manage risk. Take into account issues of mental capacity and duty of care as agreed with a supervisor.
6. Ensure that clients are fully engaged in the assessment process and are in control of the decision making in order to optimise their opportunity to maintain independence through understanding the range of short term interventions they can access e.g. enablement. Arrange temporary and/or emergency support, where needed, so that a client or carer's immediate requirements are met and supported to avoid crisis. Agree promoting independence review timescales proportionate to the risks involved and to manage the case so that the client is able to focus on achievement of outcomes and maintaining independence and control.
7. Work with clients in developing their support plan, outcomes to be achieved and associated personal budget through to commissioning of their service as a direct payment or provider managed service. Support the client in commissioning of their ongoing service through a range of interventions – direct management, signposting to the voluntary sector, information, advice & guidance dependent on the abilities of the client / carer support.
8. 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.
9. Be accountable for own performance regarding adherence to the Directorate's policies relating to Assessment, Support planning, promoting independence reviews and record keeping.

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.

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Person Specification: *Case 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/ Competencies	<ul style="list-style-type: none">• Good standard of basic education, demonstrating numeracy and literacy.• Level 2 (working towards Level 3) Diploma in Health and Social Care or equivalent.•
Experience	<ul style="list-style-type: none">• Experience of working with people with social care needs (e.g. learning disability, physical disability, older persons).• Experience of Partnership working.• Experience of providing a service to the public.
Knowledge	<ul style="list-style-type: none">• Understanding of Person Centred Planning and approaches.• Basic knowledge of key policies, legislation and guidance relating to provision of support to the client group.• Knowledge of the needs of the client group.• Awareness of the local resources available in the community.• Knowledge of the safeguarding interventions.• Awareness of the welfare and benefits system.• Knowledge of Personalisation.• Understanding of the Mental Capacity Act.• Awareness of employment issues and legislative framework.• Awareness of data protection and confidentiality issues.• Awareness of legislation relating to Equal Opportunities and KCC equality and diversity policies, procedures and legislation.

Skills & Abilities	<ul style="list-style-type: none"> • Effective communicator, both written and orally. • Able to manage conflict. • Ability to prioritise workload. • Able to work effectively under own initiative and as part of a team. • Effective planning and organisational skills. • Working knowledge of financial procedures appropriate to the job • Computer literate. • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion. • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the needs of the job
Behaviours and Kent Values	<p>Kent Values:</p> <p>Open</p> <p>Invite Contribution and Challenge</p> <p>Accountable</p>