

<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Older People / Physical Disability</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Senior Practitioner - Safeguarding (KR11)</b> <b>Registered Practitioner - Safeguarding (KR10)</b>

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

Be individually accountable in the role of Inquiry Officer in accordance with the Kent & Medway policies and procedures; to progress Safeguarding enquiries and action plans. Carry out enquiries under the close supervision and direction of Designated Senior Officers and other senior staff.

Ensure that proportionate assessment and enquiry is undertaken to identify safeguarding action required for adults and ensure an appropriate and effective level of resource allocation is made to help people be safeguarded.

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

1. Carry out proportionate and holistic investigations and assessments, working with and supporting the adult at risk, engaging with specialist professionals as necessary. Identify needs and actions/outcomes which will inform the appropriate level of response to help the person be safeguarded (including other individuals and members of the public), optimise their independence and meet their support needs.
2. Understand and apply the relevant legislation and policy when undertaking safeguarding enquiries and proportionate person-centered assessments (including where appropriate self-assessments and carer assessments).
3. Be the Inquiry Officer allocated to specific Safeguarding concerns and enquiries which require registered practitioner capability within the parameters of the Directorate's agreed policies and procedures. Pro-actively work towards the timely resolution and closure of safeguarding enquiries in line with agreed timescales and team performance frameworks.
4. Identify and process any safeguarding and 'quality of care' issues. Refer appropriate issues to the relevant agencies (e.g. CQC; NHS) and internal teams in a timely manner to ensure that the quality and standard of services provided are at agreed levels.
5. Develop and maintain effective working relationships with health professionals, private providers and voluntary sector and local referral management services to ensure the smooth transition of clients through the system. Develop effective working relationships with adult social care colleagues in other teams and functions across the OPPD Operating model, to support efficient and timely inter-team working.

6. Work within agreed OPPD safeguarding systems and processes to ensure that client requirements are consistently met and are Care Act compliant. Ensure that the promotion of advocacy support and 'Making Safeguarding Personal' (MSP) are included within the delivery of safeguarding activity.
7. Communicate effectively with clients and families on a range of issues. Provide appropriate intervention in difficult and complex personal and family relationships. Promote independence through the provision of information, services and equipment to manage risk. Ensure that safeguarding activity conducted promotes safety, independence and well-being.
8. In one's own practice assess individuals' mental capacity and evaluate risk, and, as a supervisor, ensure supervisees are performing satisfactorily in these and other core areas. Assess and evaluate a client's circumstances (including family and carer arrangements) with the involvement of relevant parties to inform the appropriate safeguarding (or other) intervention where appropriate.
9. 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.
10. Participate in the team's duty system as required, to ensure that risk is assessed and evaluated in a timely manner in accordance with the OPPD safeguarding policy and protocols.
11. Provide professional advice, guidance and support to other staff and students on placement within the team to help support development and learning in practice. Maintain own professional development through supervision and appropriate training and by keeping up to date with changes in policy and legislation. Meet ASYE requirements – or similar – as appropriate for newly qualified staff.
12. 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 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>
Qualifications	<ul style="list-style-type: none"> <li>• Social Work Degree</li> <li>• Up to date registration with appropriate professional body</li> <li>• Achieved the relevant parts of the post qualifying competency framework that are required to progress to this level</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Significant post qualification experience in Social Care, 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 PQ Competency Framework</li> <li>• Experience of casework spanning a range of complexity, including Safeguarding</li> <li>• Joint working with partner agencies</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Effective interpersonal skills in order to communicate effectively with service users, colleagues and partner agencies</li> <li>• Ability to prioritise and to work effectively on own initiative as well as part of a team. Effective written and IT skills for report and assessment writing and communication</li> <li>• Supervision, mediation and negotiation skills</li> <li>• Able to manage conflict and challenging situations and maintain a high level of personal resilience</li> <li>• Ability to contribute to and lead a range 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 and relationship with the client to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion</li> <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>
Knowledge	<ul style="list-style-type: none"> <li>• Evidence based understanding and application of adult safeguarding issues, policies, procedures and protocols</li> <li>• Working knowledge of the relevant legislation and theories underpinning the provision of services to the relevant client group</li> <li>• Good working knowledge of directorate and corporate policies, procedures and practice</li> <li>• Good understanding of integrated and joint working with partner agencies</li> <li>• Good working knowledge of financial procedures appropriate to the job</li> <li>• Comprehensive knowledge of the Mental Capacity Act</li> </ul>

	<ul style="list-style-type: none"> <li>• Compliance with information governance, record retention, confidentiality issues and the General Data Protection Regulations of data protection and confidentiality issues</li> <li>Knowledge of KCC's supervision policies</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Act with integrity, honesty and transparency</li> <li>• Demonstrate a healthy attitude to risk</li> <li>• Welcome and expect change and evolving technology</li> <li>• Work in new ways</li> <li>• Be willing to learn</li> <li>• Work as a whole council</li> <li>• Treat people fairly and with respect</li> </ul> <p><b>Invite contribution and challenge</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively to find new solutions</li> <li>• Innovate</li> <li>• Put the interests and wellbeing of customers first</li> <li>• Be open to challenge</li> <li>• Actively encourage and expect contribution</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Do more for yourself</li> <li>• Take personal and professional responsibility for your actions and performance</li> <li>• Deliver at pace</li> <li>• Look for ways to save money</li> <li>• Look for commercial opportunities</li> <li>• Focused on outcomes</li> </ul>

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People / Physical Disability  
**Grade:** KR10  
**Responsible to:** Senior Practitioner - Safeguarding

**Purpose of the Job:**

Be individually accountable in the role of Designated Senior Officer and/or Inquiry Officer in accordance with the Kent & Medway policies and procedures; to progress Safeguarding enquiries and action plans, including on a proportion of complex cases – some of which require a significant level of specialist expertise. Ensure that proportionate assessment and enquiry is undertaken to identify safeguarding action required for adults and ensure an appropriate and effective level of resource allocation is made to help people be safeguarded.

**Main duties and responsibilities:**

1. Carry out proportionate and holistic safeguarding enquiries and assessments, working with and supporting the adult at risk, engaging with specialist professionals as necessary. Identify needs and actions/outcomes which will inform the appropriate level of response to help the person be safeguarded (including other individuals and members of the public), optimise their independence and meet their support needs.
2. Understand and apply the relevant legislation and policy when undertaking safeguarding enquiries and proportionate person-centered assessments (including where appropriate self-assessments and carer assessments).
3. Be the lead officer for and co-ordinate the progression of specific Safeguarding concerns and enquiries which require a high level of expertise and specialist input within the parameters of the Directorate's agreed policies and procedures. Pro-actively work towards the timely resolution and closure of safeguarding enquiries in line with agreed timescales and team performance frameworks.
4. Identify and process any safeguarding and 'quality of care' issues linking closely with the Quality Improvement team to ensure that appropriate action is taken to protect and promote people's welfare. Refer appropriate issues to the relevant agencies (e.g. CQC; NHS) and internal teams in a timely manner to ensure that the quality and standard of services provided are at agreed levels.
5. Develop and maintain effective working relationships with health professionals, private providers and voluntary sector and local referral management services to ensure the smooth transition of clients through the system. Develop close working relationships with adult social care colleagues in the Central Referral Unit to facilitate the effective management of safeguarding referrals. Ensuring flexibility to be able to support where required (e.g. occasional support to CRU, other teams e.g. major home closures).
6. Work within agreed OPPD safeguarding systems and processes to ensure that client

requirements are consistently met and are Care Act compliant. Ensure that the promotion of advocacy support and 'Making Safeguarding Personal' (MSP) are included within the delivery of safeguarding activity.

7. Communicate effectively with clients and families on a range of issues. Provide appropriate intervention in difficult and complex personal and family relationships. Promote independence through the provision of information, services, and equipment to manage risk. Ensure that safeguarding activity conducted promotes safety, independence, and well-being.
8. In one's own practice assess individuals' mental capacity and evaluate risk, and, as a supervisor, ensure supervisees are performing satisfactorily in these and other core areas. Attend and present cases at Risk Management panels supported by a Senior Practitioner. Assess and evaluate a client's circumstances (including family and carer arrangements) with the involvement of relevant parties to inform the appropriate safeguarding intervention.
9. 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.
10. Participate in the team's duty system as required, triaging new referrals to ensure that risk is assessed and evaluated in a timely manner in accordance with the OPPD safeguarding policy and protocols.
11. Provide professional advice, guidance and expertise to other staff and students on placement within the team to help support development and learning in practice. Maintain own professional development through supervision and appropriate training and by keeping up to date with changes in policy and legislation.
12. Participate in the team's duty system as required, triaging new referrals to ensure that risk is assessed and evaluated in a timely manner in accordance with the OPPD safeguarding policy and protocols.
13. Represent the safeguarding team at relevant multi-agency forums as requested by the senior staff e.g. MAPPA/MARAC/Community Safety meetings.
14. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

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Knowledge	<ul style="list-style-type: none"> <li>• Evidence based understanding and application of adult safeguarding issues, policies, procedures and protocols</li> <li>• Working knowledge of the relevant legislation and theories underpinning the provision of services to the relevant client group</li> <li>• Good working knowledge of directorate and corporate policies, procedures and practice</li> <li>• Good understanding of integrated and joint working with partner agencies</li> <li>• Good working knowledge of financial procedures appropriate to the job</li> <li>• Comprehensive knowledge of the Mental Capacity Act</li> </ul>

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