

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People and Physical Disability  
**Grade:** KR 10  
**Responsible to:** Senior Practitioner/Team Manager - Promoting Independence

**Purpose of the Job:**

Within the local social care and health systems, manage care and support to clients and their support networks, including service providers to ensure support is appropriately coordinated and communication is effective and actions between agencies and other parties. Work closely with service providers and other agencies to support clients working towards their independence and wellbeing goals and monitor, review and modify client's care and support plans accordingly.

**Main duties and responsibilities:**

1. Manage care and support to clients in partnership with their service provider and local health and social care network. Monitor, review and modify care and support plans with clients, and work with service providers to support clients in working towards their goals and outcomes to optimize their independence and wellbeing.
2. Advise other workers on relevant legislative and policy frameworks within care and support planning and applying social work interventions.
3. Carry out and advise on appropriate and proportionate assessments, which consider strengths and capabilities and what support might be available from the person's wider network. Identify barriers to change and how needs impact on family members or others in a client's support network
4. Ensure that support available from family and friends is considered in the light of appropriateness, willingness and ability and that carer assessments are provided.
5. Work with individuals, to develop care and support plans that ensure choice and control over support arrangements and which evidence that all interventions promote wellbeing, safety, independence and autonomy.
6. Work in partnership with service providers to conduct reviews, including annual statutory reviews, of clients' care and support plans to ensure the level of service is appropriate to meet their assessed eligible needs and monitor to address any changing needs within the appropriate authorization thresholds. Identify the appropriate specialist expertise that may be required to deliver the review e.g. Occupational Therapist

7. Manage crisis intervention to meet immediate requirements and reduce risk, using positive risk assessment policy and tools.
8. Initiate, participate and develop close, joint and integrated working with a wide range of teams, partner organisations and other parties to offer a broad range of options to clients and carers. Develop support arrangements, support clients and their carers to build and maintain community links and optimise independence and wellbeing. Participate, and lead when required, in multi-disciplinary meetings with partners to support complex needs.
9. Develop and maintain an extensive knowledge of available resources to support clients and carers in the commissioning of ongoing services through a range of interventions, direct management and signposting to and support clients to access the voluntary sector, information, advice and advocacy.
10. Co-ordinate and advise on specialist interventions with other professionals to ensure that care and support is delivered in a person-centred and timely manner. Identify and refer appropriate circumstances to the relevant team to ensure that clients are fully supported as required.
11. Work closely with providers, quality improvement and safeguarding teams, and the Strategic Commissioning division to monitor, review and improve service delivery and ensure quality and outcome improvements are made where required. Lead and contribute to a range of service related projects as they arise.
12. Work collaboratively with service providers to plan and deliver training for supporting independence teams and the service provider workforce. Offer positive peer challenge and professional support to develop practice and upskill the workforce, including showing techniques and supporting training activities.
13. Support the Senior Practitioner in the supervision of an agreed number of staff in accordance with supervision protocols, to maintain good practice standards and enable continued development of professional skills that meet service requirements. 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.
14. 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.
15. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.
16. Provide assistance to the Senior Practitioner in the supervision of an agreed number of staff and students on practice placements in accordance with supervision protocols, to maintain high practice standards and enable continued development of professional skills that meet service requirements. Provide social work professional advice, guidance and expertise to staff in the team, Directorate and to professionals from other partner agencies to help meet care and support needs and goals.

17. Demonstrate social work values and ethics to work effectively with people 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 other workers where required. Challenge systems and decisions that are oppressive or discriminatory and promote a person's human rights as enshrined in law.
18. 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 where required.
19. Apply the social work model within a multi-professional working environment actively ensuring a collaborative approach is taken to linking and co-ordination of interventions and input required as part of a multi-agency approach. Support community capacity building within neighbourhoods, families and local areas promoting and utilising the strengths of networks, private and voluntary sector and local agencies such as police, housing, health and education.

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. Up to date registration with Social Work England.</li> <li>• Relevant degree/registration in Occupational Therapy or Nursing.</li> <li>• Competent to work at the Newly Qualified Social Worker or Social Worker level of the Professional Capability Framework for Social Work</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 Capabilities Framework.</li> <li>• Working in a multi-agency environment/partnership</li> <li>• Experience within a specialist area eg long term conditions, transition</li> <li>• Experience of undertaking Assessments and developing Care and Support plans.</li> <li>• Evidence of knowledge and understanding of safeguarding practices and Mental Capacity Act</li> <li>•</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Effective interpersonal skills 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.</li> <li>• Able to effectively manage conflict</li> <li>• Ability to gather and assimilate information in order to complete assessments and develop Care and Support Plans.</li> <li>• Effective written and IT skills for report and assessment writing and communication.</li> <li>• Supervision, mentoring and negotiating 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 deliver 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 contribute to and lead a range of service related projects</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the requirements of the job.</li> <li>•</li> </ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of adult social work practice, policies, procedures and protocols.</li> <li>• Knowledge of the relevant legislation and theories underpinning the provision of services to the relevant client group, including the Care Act.</li> <li>• Understanding of social work theories and the dynamic between theory, research, evidence and expertise in the use of professional judgement and decision making</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>• Compliance with information governance, record retention, confidentiality issues and the General Data Protection Regulations of data protection and confidentiality issues.</li> <li>• </li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>