

Kent County Council  
Job Description: *Contact Assessment Officer*

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Area Referral Management Service  
**Grade:** K06  
**Responsible to:** Senior Contact Assessment Officer

**Purpose of the Job:**

Provide on behalf of Kent Adult Social Services a timely, accurate and efficient response to contacts and referrals from the public, partner agencies and other organisations ensuring that people have access to local community information and local social care arrangements.

**Main duties and responsibilities:**

Adult Social Services

- Support adult members of the public to understand and undertake self assessments, proportionate to individual needs and circumstances, in order to determine immediate practical support requirements.
- Complete an initial proportionate assessment in order to direct the public/individual to the relevant parts of the adult social care arrangements relevant to their needs (e.g. minor equipment adaptations, Assessment and Enablement, Learning Disability and Sensory teams).
- Provide a prompt accurate and efficient response to enquiries. To help the public navigate; adult social care, health care and other provider services including voluntary organizations to find the relevant information they need.

General

- Provide assistance to individuals and families to help them find the best solution for meeting their needs and help them make informed decisions in relation to support arrangements available to them.
- Ensure information systems and client records are effectively maintained after each query to ensure that information is up to date and accurate.
- Apply Service and Directorate policies and procedures exactly as defined to ensure consistency, fairness, transparency and quality of service.

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	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Meet the competency levels set out in the Competency Framework for the role</p> <p>ECDL or equivalent or working towards</p>
<b>EXPERIENCE</b>	<p>Experience of working for Social Services or a related organization</p> <p>Experience of working with vulnerable people with special needs</p>
<b>SKILLS &amp; ABILITIES</b>	<p>Ability to type an accurate reflection of a live conversation</p> <p>Able to communicate clearly in writing</p> <p>Ability to record information clearly under pressure</p> <p>Ability to navigate and input into IT systems efficiently and effectively.</p> <p>Ability to communicate effectively with the Public</p> <p>Ability to work with people who are in distress and in crisis</p> <p>Able to prioritise work and to meet deadlines under pressure</p> <p>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.</p>
<b>KNOWLEDGE</b>	<p>Working knowledge of the function of Kent Adult Social Services</p> <p>Knowledge of computer packages</p> <p>Knowledge of Safeguarding issues</p>

	<p>Awareness of data protection and confidentiality issues</p> <p>Awareness and compliance with equality and diversity policies, procedures and legislation</p> <p>Working knowledge of statutory and non-statutory policies and procedures applicable to responsibilities of Local Authorities towards children and vulnerable adults</p>
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## BEHAVIOURS

<b>Be open</b>	<b>Invite contribution and challenge</b>	<b>Be accountable</b>
Act with integrity, honesty and transparency	Work collaboratively to find new solutions	Do more for yourself
Demonstrate a healthy attitude to risk	Innovate	Take personal and professional responsibility for your actions and performance
Welcome and expect change and evolving technology	Put the interests and wellbeing of customers first	Deliver at pace
Work in new ways	Be open to challenge	Look for ways to save money
Be willing to learn	Actively encourage and expect contribution	Look for commercial opportunities
Work as a whole council		Focused on outcomes
Treat people fairly and with respect		