

# Kent County Council

## Job Description: Shared Lives Referrals & Matching Officer

---

<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Kent Shared Lives/Disabled Children, Adults Learning Disability and Mental Health</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Shared Lives Registered Manager</b>

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

The main responsibility of this position will be to manage referrals that come into Shared Lives with the aim of matching adults and young people with hosts whilst complying with regulations and procedures. You will be managing a wide range of tasks including updating systems, liaising with social workers and case officers, matching adults with hosts, providing business information, organizing meetings, daily admin tasks and be in contact with many different stakeholders. Supporting the management of the service to grow and work in line with equal opportunities policies and procedures, as well as national legislation.

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

- Responsible for coordinating, responding to and managing all placement requests from funding teams and for liaison with other placement and commissioning services.
- In conjunction with the recruitment and marketing officer, inform referral teams about Shared Lives, raising awareness of how SL's place adults and keeping them aware that Shared lives offers a viable alternative to other placements.
- Assess the referrals to establish the persons needs and priorities in terms of Care and Support, obtaining a basis upon which to match with a Shared Lives Host who can provide a stable and supportive environment.
- Be responsible for summarizing information from referrals including care and support plans to inform officers\assistant officers of potential placements for their hosts.
- Able to read referral documents quickly, spotting key information and use to inform initial potential matching decisions.
- Respond positively and professionally to referrals, ensuring the quality of information enables the identification of placements that meet the person's assessed needs.
- Liaise and communicate with hosts by informing them of referrals that are received into Shared Lives, supporting them with the process and keeping them informed of any updates relating to the referral.

- Manage, develop and maintain effective information systems, relating to adult placements, inputting all placement data on Shared Lives databases including contact sheets, vacancy lists and reporting on data to ensure that accurate information is always available.
- Keep up to date records of all placements activity on Shared Lives databases and regularly correspond with officers and assistant officers to ensure data relating to hosts and placements are accurate.
- Support the Shared Lives Officers and Assistant Officers to operate a consistent matching process across the service that promotes stability for the referred person, ensuring eligibility criteria are robust and that all appropriate checks are carried out in accordance with Shared Lives regulations.
- Support the Shared Lives Officers and Assistant Officers, by attending host matching visits with the aim of developing and establishing working relationships with hosts.
- Liaise with the funding teams in regularly reviewing Care and Support plans of all allocated placements and ensure that Hosts fulfil the requirements of the Care and Support plans to meet the standards determined by the Service specifications and CQC.
- Attend regular supervision, seminars and staff meetings, and undertake training as required to develop the post holder's own skills in Health and Social Care and supporting Hosts and service users.
- Contribute to reports and information for Shared Lives, the Hosts and Placement Reviews and various professional meetings to assist planning for meeting the needs of placement, attending meetings as appropriate with the Shared Lives Officer.
- Assist in the development and implementation of quality control mechanisms in order to monitor standards and practice, ensure user feedback and that service delivery is effective and consistent within service specifications and Care Quality Commission (CQC) standards/regulations.
- In conjunction with the recruitment and marketing officer, to support the service to develop, implement new projects and scope for the service.

## Kent County Council

### Person Specification: Shared Lives Referrals & Matching Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Good basic education &amp; attendance on internal or external courses.</p> <p>Holds Diploma/NVQ 3 in Health &amp; Social Care or above.</p>
<b>EXPERIENCE</b>	<p>Experience of working with people supported by social care, some gained within a local authority.</p> <p>Assessment of people requiring social care support.</p> <p>Supervising people.</p>
<b>SKILLS AND ABILITIES</b>	<p>Possesses a creative and engaging personality and can build positive relationships</p> <p>Be an effective communicator and be able to organize and prioritize your work</p> <p>Ability to work under pressure and handle changing priorities</p> <p>Professional, positive and helpful outlook and the ability to demonstrate exceptional customer service</p> <p>The successful candidate will be dealing with information of a sensitive nature, so will need to be resilient while maintaining an empathetic approach</p> <p>Demonstrate experience in producing clear, accurate and concise reports and correspondence using IT software packages</p> <p>Ability to work with a degree of autonomy, in a flexible and creative manner, whilst observing policies and procedures</p> <p>Ability to communicate with a wide variety of people</p> <p>Ability to work effectively in a team.</p> <p>Computer literate with good report writing skills and ability to communicate clearly in writing.</p>

	<p>Attention to detail, recognising errors or missing information when reading reports and assessments.</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 placements to respect people as individuals regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.</p> <p>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.</p>
<b>KNOWLEDGE</b>	<p>Good working knowledge of the Health and Social Care act and Care Quality Commission regulations.</p> <p>A working knowledge of the legislation underpinning the provision of services to people with disabilities.</p> <p>Working knowledge of Safeguarding procedures and processes.</p> <p>Awareness of data protection and confidentiality issues.</p> <p>Awareness and compliance with equality and diversity policies, procedures and legislation.</p> <p>Staff are expected to have an awareness of and work within national legislation and corporate and directorate policies and procedures relating to Health and Safety.</p>

*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.*