

Kent County Council

Job Description: *Contact Assessment Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Area Referral Management Service
Grade:	KR6
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.

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 the post.

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Person Specification: *Contact Assessment 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	<p>Meet the competency levels set out in the Competency Framework for the role</p> <p>ECDL or equivalent or working towards</p>
EXPERIENCE	<p>Experience of working for Social Services or a related organization</p> <p>Experience of working with vulnerable people with special needs</p>
SKILLS & ABILITIES	<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>
KNOWLEDGE	<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</p>

	towards children and vulnerable adults
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Demonstrate a healthy attitude to risk • Welcome and expect change and evolving technology • Work in new ways • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself • Take personal and professional responsibility for your actions and performance • Deliver at pace • Look for ways to save money • Look for commercial opportunities • Focused on outcomes