

Directorate: Adult Social Care and Health AH
Unit/Section: Operational Support Unit
Grade: KR6
Responsible to: Business Support Manager - Purchasing

Purpose of the Job:

Act upon referrals for a range of services following purchasing protocols, ensuring details are input onto the client systems and outgoing paperwork is generated and sent. Liaise with providers/suppliers, clients and their representatives to arrange new, or amend current care provision to meet the clients needs.

Main duties and responsibilities:

1. Process and prioritise referrals in an efficient and timely manner, sourcing the appropriate services in line with the client's care requirements and KCC purchasing protocols and ensure the flow through the health and social care operating model.
2. Discuss with clients or their representatives, the roles of the Purchasing Team and process, advice on costs of care including the costs of care and calculation of charges. Provide documentation and information as required.
3. Communicate with clients, or their representative, and confirm all relevant aspects of their care provision including discussing options for Direct Payments. Ensure records are up to date of all communication and action taken.
4. Act as point of contact with providers for arranging an individuals' care. Ensure that all appropriate information received as part of a referral is shared with the provider and that service delivery orders are produced promptly. Ensure that all information is accurate and recorded.
5. Ensure all services purchased are value for money for KCC, and escalate where further negotiations are needed. Record and feedback gaps in service or concerns to the Senior Purchasing Officer or Business Support Manager – Purchasing.
6. Provide managers with timely and accurate information and advice on provider related issues.
7. Consistently and correctly identify clients needs where a referral to the Social Work or Safeguarding team may be required. Liaise with the Safeguarding team to determine options for the continuation of ongoing support to the client whilst any safeguarding activity is carried out.
8. Actively contribute to provider forums, teleconferences and meetings, and act as a representative of the Purchasing Team.

9. 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.

Kent County Council

Person Specification: *Purchasing 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	<ul style="list-style-type: none"> • Level 3 qualification or relevant experience • GCSE Maths and English Grade A-C
EXPERIENCE	<ul style="list-style-type: none"> • Experience working as part of a team • Experience of working with providers and other agencies • Experience of working within Social Care • Experience of purchasing or arranging services
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to communicate effectively with people by telephone and in writing • Ability to manage difficult conversations • Computer skills in a wide variety of Microsoft packages • Ability to organize and prioritise own workload • Ability to communicate with a range of people including providers, clients and their representatives • Interpersonal, organisational and administrative skills • Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence • Ability to arrange services that are value for money and meet the clients needs • Ability to create, maintain and validate information in a range of formats • Ability to identify issues with providers and escalate them appropriately • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Awareness of your own and others health and safety • Ability to travel flexibly across a wide geographical area in accordance with the needs of the job • Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends and evenings
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Purchasing protocols • Understanding of the needs of clients, carers and their representatives • Awareness of integrated working with partner agencies • An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act • Awareness and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing

	<ul style="list-style-type: none"> • Compliance with information governance, data protection, record retention and confidentiality issues • Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
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