

Kent County Council

Job Description: *Out of Hours Assessment Officer*

| | |
|------------------------|---|
| Directorate: | Children Young People and Education |
| Unit/Section: | Integrated Children's Services – Out of Hours team |
| Grade: | KR7 |
| Responsible to: | Team Manager |

Purpose of the Job:

Work as part of the Out of Hours team to support and deliver social work to all service user group that we engage with in line with statutory requirements, directorate policy and national legislation under the supervision of the team manager. This includes contributing to agreed plans and responses, informing and assisting Social Worker in completing assessments and implementing care plan recommendations.

Main duties and responsibilities:

- Provide a prompt, accurate and efficient response to enquiries from the public and partner agencies in a professional and timely manner, to support the efficient running of the Out of Hours service.
- 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.
- Undertake, in conjunction with a client, a proportionate holistic overview assessment of a person's needs, abilities and circumstances in order to determine the level of resource required and to ensure the client is safe until the next working day.
- Provide advice on a range of issues in relation to a person's support needs including detailing information on risks/risk management and support services in order to inform decision on the package of support.
- Arrange temporary and/or emergency support, where needed, so that a person's immediate requirements are met and supported.
- Ensure information systems and client records are quickly and effectively maintained after each query to ensure that information is up to date and accurate thus assisting decisions affecting service delivery and monitoring.
- Contribute to the development of the service by working flexibly and being alert to areas for improvement.
- 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 post.

Kent County Council

Person Specification: *Out of Hours 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 | <ul style="list-style-type: none"> Educated to GCSE level or equivalent |
| EXPERIENCE | <ul style="list-style-type: none"> Experience of working with people with Social Care needs within a Social Care environment Experience of working in a multi-agency environment/partnership. Experience of collating and inputting data, demonstrating effective keyboard skills Experience of working to deadlines and delivering results through effective planning and organising of work |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> Excellent communication skills in all formats Ability to communicate effectively with the public Ability to work with people who are in distress and in crisis Ability to prioritise and manage workloads despite fluctuating and unpredictable service demand Ability to use business systems and work with data Ability to read on-line files and extract relevant information quickly Ability to record information accurately based on objective evidence Able to prioritise work and to meet deadlines under pressure Able to work effectively under own initiative and as part of a team Effective planning and organisational skills Ability to perform effectively in an Out of Hours environment, working unsocial hours including weekends, bank holidays, evenings and overnights Ability to travel across Kent and Medway in a timely and flexible manner at any time of day or night in accordance with the needs of the job. 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. |
| KNOWLEDGE | <ul style="list-style-type: none"> Good understanding of information sharing, information governance and data protection issues. Working knowledge of Kent's safeguarding and child protection guidance and thresholds Awareness and compliance with equality and diversity policies and procedures and legislation |

| | |
|---|---|
| | <ul style="list-style-type: none"> • Working knowledge of statutory and non-statutory policies and procedures applicable to responsibilities of Local Authorities regarding children and adults. • Understanding of Person-Centered Planning and approaches • Working knowledge of key policies, legislation and guidance relating to provision of support to vulnerable adults including the Mental Capacity Act. • Awareness of the welfare and benefits system |
| BEHAVIORUS AND KENT VALUES | Kent Values: <ul style="list-style-type: none"> • Open • Invite contribution and challenge • Accountable |