

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Social Care officer	Range 4	<p><b>See job profile for full job accountabilities and responsibilities</b></p> <p>Deliver a comprehensive, person-centred response to individuals contacting Adult Social Care, using strengths-based assessments to provide advice, guidance, and community connections that promote independence and meet statutory duties.</p> <p>Work collaboratively with multidisciplinary teams across community and hospital settings, supporting timely care planning and safeguarding, ensuring individuals receive appropriate, least-intrusive support.</p> <p>Manage a caseload, conducting complex assessments and reviews, and liaising with internal and external partners to coordinate care.</p> <p>Promote wellbeing, support carers, and contribute to service improvement through informed decision-making and adherence to policy and regulatory frameworks.</p>	<p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• QCF Level 3 in Health &amp; Social Care, Level 3 Diploma in Adult Care or equivalent Level 3 qualification.</li> <li>• Minimum of 5 GCSE (grade 4-9) including Maths and English or equivalent</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Awareness of our statutory responsibilities under the Care Act 2014 – care and support needs and eligibility criteria.</li> <li>• Awareness of digital technologies, including tech enabled care.</li> <li>• Awareness of Mental Capacity Act. Awareness of Deprivation of Liberty Safeguards (DoLS).</li> <li>• Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.</li> </ul>	<p><b>Requirements at this level in addition to level 4A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Evidence of ongoing continuous professional development.</li> <li>• Training on what is required to complete a CHC checklist.</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of our statutory responsibilities under the Care 2014 – care and support needs and eligibility criteria.</li> <li>• Knowledge, understanding and application of the strengths-based practice and the concept of the conversations model (1, 2 and 3 and when to move between them) and confident to apply in practice.</li> <li>• Knowledge of different client groups (OP, MH, LD), the interventions that might be required and when to adapt to the circumstances of the individual.</li> <li>• An Understanding of how internal teams and procedures work within ASC and how they support your role, for example financial assessments, CFA, brokerage, commissioning,</li> <li>• Knowledge of indicators of Continuing Health Care (CHC) and what is required to complete a checklist is appropriate.</li> <li>• Has acquired knowledge to recommend appropriate new digital technologies, including tech enabled care</li> <li>• Knowledge of Self-Directed Support including Direct Payments and the</li> </ul>	<p><b>Requirements at this level in addition to level 4A and 4B:</b></p> <p><b>Qualifications</b></p> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge and understanding of how to identify risk and complete appropriate risk assessment documentation.</li> <li>• Knowledgeable regarding information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group.</li> <li>• Working knowledge of other council services to support your role and work with individuals and families. For example, housing, welfare support, Public Health.</li> </ul>

			<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of listening to people to understand what is important to them and to build on their wishes.</li> <li>• Experience of accurately recording information and data.</li> <li>• Experience of working in a health or social care setting or other relevant experience</li> </ul>	<p>ability to explain this option and make a referral.</p> <ul style="list-style-type: none"> <li>• Awareness of partners e.g. Health, and the voluntary sector.</li> <li>• Understanding of the fundamental principles of prevention and strength-based practice as laid out within the Care Act 2014 – Prevent, Reduce, Delay (building individual resilience, working with partners, linking to community resources etc).</li> <li>• Knowledge and understanding of statutory responsibilities to provide advocacy to assist a person to understand assessment, support planning and review processes.</li> <li>• Awareness and understanding of the mental capacity assessment process. and ability to recognise where there may be issues of capacity.</li> <li>• Awareness and knowledge of Deprivation of Liberty Safeguards in order to ensure any conditions of the DoLS are being met.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experienced in undertaking visits to complete conversation 1 and use knowledge of local resources to refer and signpost.</li> <li>• Experience of completing a conversation 2 and monitor the short term plan. With support, monitor the plan to ensure support is appropriately reduced.</li> <li>• Has experience of completing conversation 3, applying eligibility and providing support, including packages, day activities and considering appropriate resources to meet needs.</li> <li>• Experience of balancing individual's needs and service requirements allocating only necessary support required.</li> <li>• Experience of completing carers assessments and support plans with experience of seeking views and co-producing solutions with the people who access our services.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of contributing to and challenging other professionals appropriately in multi-agency /professionals' meetings.</li> <li>• Experienced in the completion of supported living and nursing home reviews.</li> <li>• Experience of contributing to the mental capacity assessment process for an individual.</li> <li>• Experienced in identifying when an individual is deprived of their liberty in the community and appropriately report to their supervisor.</li> <li>• Experience of promoting new technology to individuals to increase their independence.</li> </ul>
--	--	--	---	---	--

			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.</li> <li>• Ability to use Microsoft Word, Excel, PowerPoint, Teams and Outlook.</li> <li>• Good listening and observational abilities and decision-making skills.</li> <li>• Ability to promote ethical practice and report concerns.</li> <li>• Ability to identify and highlight areas of risk for individuals.</li> </ul>	<ul style="list-style-type: none"> <li>• Experienced in the completion of a support plan outlining how all eligible needs and other needs will be met. Works with individuals to ensure they are fully aware of all options available to them and co-produce solutions with individuals to meet their needs.</li> <li>• Experience of connecting individuals to the right people, communities and organisations to make their lives better.</li> <li>• Experienced in undertaking and facilitating difficult conversation with individuals and families where appropriate.</li> <li>• Experience of completing reviews, including packages of care, day activities and residential, referring to supervisor for increases/decreases or changes.</li> <li>• Experienced in raising appropriate referrals to the advocacy service to support individuals’ participation in all aspects of their social care journey.</li> <li>• Experience of recommending the most cost-effective solution and provides justification of request to meet eligible needs. Experience of producing accurate case notes and all documents in accordance with professional standards.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Works independently to manage own caseload, raising issues as appropriate, prioritise work and timely closing of cases.</li> <li>• Ability to maximise the prevention and enablement resources available to prevent, reduce and delay the need for long term services.</li> <li>• Demonstrates ability to apply a strengths-based approach and set new outcomes/consider changes /increases/decreases.</li> <li>• Able to recommend appropriate new digital technologies, including tech enabled care.</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to mentor and support the learning of staff, sharing knowledge, for example, of client groups (OP,MH, LD) and resources.</li> <li>• Ability to actively engage with individuals who decline services and/or engage the support of others to achieve this.</li> <li>• Demonstrate a solution focused approach, working with individuals to support their needs, and enable positive risk taking.</li> </ul>
--	--	--	---	---	--

			<ul style="list-style-type: none"> <li>• Good interpersonal skills both written and verbal with individuals, colleagues and partner agencies.</li> </ul> <p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Awareness and understanding of what safeguarding is and their role in safeguarding adults.</li> <li>• Have an awareness of policy, procedures and legislation that supports safeguarding activity.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to apply professional curiosity to individual cases exploring more deeply what's happening for an individual using proactive questioning</li> </ul> <p><b><u>Safeguarding Adults at Risk</u></b></p> <p>Refer to KMSAB- Safeguarding Competency framework basic 1-5,6&amp; 7:</p> <ul style="list-style-type: none"> <li>• Know the different forms of abuse and how to recognise indicators / signs of them. Demonstrates an understanding of the factors that might increase risk of abuse and vulnerability.</li> <li>• Has the knowledge to recognise an adult potentially in need of safeguarding and take action.</li> <li>• Understanding the procedures (Kent &amp; Medway Safeguarding Adults Board policy and procedures) for raising a safeguarding adult concern.</li> <li>• Demonstrate skills and knowledge to contribute effectively to the safeguarding process.</li> <li>• Understands need to be aware and challenge organisational cultures that may lead to poor practice in safeguarding.</li> <li>• Has experience of maintaining accurate and complete records and promoting interagency information sharing and judging when and how to share information with others in accordance with relevant legislation, policy and guidance.</li> </ul>	<ul style="list-style-type: none"> <li>• Be able to advocate effectively the wishes of individuals within complex situations</li> <li>• Able to identify risk and complete appropriate risk assessment documentation.</li> </ul> <p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Refer to KMSAB - Safeguarding Competency framework – applicable competencies within 8,9,10 &amp; 12:</li> <li>• Understanding of theories of abuse and the cycle of victimisation.</li> <li>• Understands the impact of abuse on victims, families and carers.</li> <li>• Understands the information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group.</li> <li>• Understanding of how perpetrators of abuse may be vulnerable themselves and require support.</li> <li>• Understands when emergency protection plans may be required.</li> <li>• Experienced in ensuring service users/carers are supported appropriately to understand safeguarding issues and are fully aware of all options available to them to maximise their decision making.</li> <li>• Experienced in ensuring service users/carers are aware of the preventative measures that they may be able to put in place to protect themselves from abuse, i.e. lasting power of attorney (Mental Capacity Act) and/or police involvement.</li> <li>• Ability to take action to secure the immediate safety of the adult at risk of abuse.</li> <li>• Demonstrable experience of challenging poor practice at an intra and inter-agency level.</li> </ul>
--	--	--	--	--	---

Social Care officer (Shared Lives)	Range 4	<u>Duties</u>	<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
		<p><b>See job profile for full job accountabilities and responsibilities</b></p> <p>Provide responsive, strengths-based support to individuals and families engaging with the Shared Lives service, including assessments, care planning, and facilitating introductions between service users and potential carers.</p> <p>Ensure high-quality, person-centred care aligned with CQC standards and the Health and Social Care Act, while supporting carers to meet regulatory requirements.</p> <p>Manage a caseload, conducting regular placement audits, and building relationships with service users to ensure satisfaction and continuous improvement.</p> <p>Develop Experts by Experience groups, delivering complex assessments and reports, and offer guidance on internal procedures to safeguard wellbeing and promote independence.</p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• QCF Level 3 in Health &amp; Social Care, Level 3 Diploma in Adult Care or equivalent Level 3 qualification.</li> <li>• Minimum of 5 GCSE (grade 4-9) including Maths and English or equivalent</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the fundamental standards required for a Registered service by CQC, and relevant legislation inc. Health and Social Care Act 2008, Care Act 2014, Health and Safety.</li> <li>• Awareness of Mental Capacity Act 2014.</li> <li>• Awareness of Deprivation of Liberty Safeguards (DoLS) and its implications.</li> <li>• Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations. Awareness of budget considerations for service and department.</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Evidence of ongoing continuous professional development.</li> <li>• Training on what is required to complete a Continuing Health Care checklist.</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of the fundamental principles of strength-based practice and assessment.</li> <li>• Knowledge of other council services to support your role with carers and individuals. For example, welfare support, finance, locality teams.</li> <li>• Knowledge of the processes and procedures of the Shared Lives service.</li> <li>• An understanding of the internal teams in ASC and how they support the role i.e., CFA, Brokerage, Locality structure, financial assessment, SDS.</li> <li>• Ability to apply knowledge of different client groups to interventions and adapt to the individual circumstances.</li> <li>• Awareness and understanding of the mental capacity assessment process.</li> <li>• Awareness and knowledge of Deprivation of Liberty Safeguards to ensure any conditions of the CoP DoLS are being met. Be able to identify when and individual is objecting to their placement and report to line manager.</li> <li>• Understand the role of the carer in administering medication.</li> </ul>	<p><b>Qualifications</b></p> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge and understanding of how to identify risk and complete appropriate risk assessment documentation.</li> <li>• Extensive knowledge of resources within the council and external in the community, able to share knowledge with carers and team members.</li> <li>• Comprehensive knowledge of the Shared Lives policies and procedures including carer payment and be confident in all applications.</li> <li>• Understands the role of CQC, the standards and monitors work of Shared lives carers ensuring they meet the required standards.</li> </ul>
			<b>Experience</b>	<b>Experience</b>	<b>Experience</b>

			<ul style="list-style-type: none"> <li>• Experience of direct work with people who have care and support needs, able to listen and understand what is important to them.</li> <li>• Experience in maintaining each individual's record with clear factual and concise recording on case notes and all documents in accordance with professional standards.</li> <li>• Experience of working in a health or social care setting or other relevant experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Experienced in undertaking visits and using knowledge of resources to refer and signpost appropriately.</li> <li>• Experienced in completing assessments, care plans and contribute to risk assessments.</li> <li>• Experience of completing assessment for individual choosing to use the service, prepare care plan and contribute to risk assessments. Monitor carers work to ensure plans in place and risk assessments followed.</li> <li>• Demonstrable experience of coproducing solutions with the carers and people who access our service and seek views of others when appropriate to facilitate shared decision making.</li> <li>• Experience of monitoring supporting day carers and able to review support arrangements.</li> <li>• Experience in undertaking and facilitating difficult conversations with individuals and Shared Lives carers where appropriate.</li> <li>• Experience of recommending the most cost-effective solution and provide justification for any request.</li> <li>• Experienced in taking action to secure the safety of an adult at risk</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and understanding of carer payment process and able to identify and resolve issues and shared knowledge and experience with less experienced team members.</li> <li>• Experience of contributing to and challenging shared Lives carers, other professionals appropriately in professional meetings or reviews.</li> <li>• Experience in completing medication audits and in meeting with individuals to audit placements.</li> <li>• Experience of contributing to the mental capacity assessment process for an individual.</li> <li>• Experience of mentoring and supporting the learning of less experienced SCO's, students and Shared Lives carers by sharing knowledge and information.</li> <li>• Experience in ensuring service users and Shared Lives carers are supported appropriately to understand safeguarding issues and are fully aware of all options available.</li> <li>• Experience of taking action to address and minimise risk of harm or able and ensure safety of the adult</li> </ul>
			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.</li> <li>• Ability to use Microsoft Word, Excel, PowerPoint, Teams and Outlook.</li> <li>• Good listening and observational abilities to cultivate professional</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Works independently to manage own workload, raising issues as appropriate, prioritise work.</li> <li>• Ability to apply a strengths-based approach.</li> <li>• Work under close supervision to manage own caseload raising issues as appropriate and prioritise work.</li> <li>• Aware of new digital technologies.</li> <li>• Able to apply professional curiosity to explore more deeply</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to engage with individuals and carers to build trust and confidence and respond appropriately to any issues or concerns.</li> <li>• Demonstrate a positive solution focused approach, supporting shared lives carers and individuals to enable positive risk taking and increase independence.</li> </ul>

			<p>judgement, critical thinking and decision-making skills.</p> <ul style="list-style-type: none"> <li>• Ability to promote ethical practice and report concerns.</li> <li>• Personal awareness of how your values and attitudes influence your understanding of situations.</li> <li>• Good interpersonal skills both written and verbal with individuals, colleagues and partner agencies.</li> <li>• Independently able to manage own case/workload and seek line management oversight when appropriate</li> </ul>	<p>what is happening for an individual or shared lives carer using proactive questioning.</p> <ul style="list-style-type: none"> <li>• Ability to lead support groups, take part in training sessions, raise awareness of Shared Lives.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to advocate effectively the wishes of the individuals within the service and seek guidance from supervisor.</li> <li>• Experienced in independently managing workload ensuring effective throughput of work, prioritising tasks and recording in a timely manner.</li> <li>• Ability to respectfully challenge and be inquisitive with Shared Lives carers, individuals and professionals when appropriate.</li> </ul>
			<p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Awareness and understanding of what safeguarding is and their role in safeguarding adults.</li> <li>• Have an awareness of policy, procedures and legislation that supports safeguarding activity.</li> </ul>	<p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Refer to KMSAB- Safeguarding Competency framework basic 1-5,6&amp; 7:</li> <li>• Know the different forms of abuse and how to recognise indicators / signs of them. Demonstrates an understanding of the factors that might increase risk of abuse and vulnerability.</li> <li>• Has the knowledge to recognise an adult potentially in need of safeguarding and take action.</li> <li>• Understanding the procedures (Kent &amp; Medway Safeguarding Adults Board policy and procedures) for raising a safeguarding adult concern.</li> <li>• Demonstrate skills and knowledge to contribute effectively to the safeguarding process.</li> <li>• Understands need to be aware and challenge organisational cultures that may lead to poor practice in safeguarding.</li> <li>• Has experience of maintaining accurate and complete records and promoting interagency information sharing and judging when and how to share information with others in</li> </ul>	<p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Refer to KMSAB - Safeguarding Competency framework – applicable competencies within 8,9,10 &amp; 12:</li> <li>• Understanding of theories of abuse and the cycle of victimisation.</li> <li>• Understands the impact of abuse on victims, families and carers.</li> <li>• Understands the information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group.</li> <li>• Understanding of how perpetrators of abuse may be vulnerable themselves and require support.</li> <li>• Understands when emergency protection plans may be required.</li> <li>• Experienced in ensuring service users/carers are supported appropriately to understand safeguarding issues and are fully aware of all options available to them to maximise their decision making.</li> <li>• Experienced in ensuring service users/carers are aware of the preventative measures that they</li> </ul>

				<p>accordance with relevant legislation, policy and guidance.</p> <p><u>Evidence</u></p> <ul style="list-style-type: none"> <li>• Completing Referral assessment using professional curiosity and person centred approaches</li> <li>• Joint /collaborative working with colleagues from other teams</li> <li>• Managing own caseload evidence of raising issues with manager when required</li> <li>• Producing accurate, concise case notes and documents</li> <li>• Making purchases of services on Mosaic system</li> </ul>	<p>may be able to put in place to protect themselves from abuse, i.e. lasting power of attorney (Mental Capacity Act) and/or police involvement.</p> <ul style="list-style-type: none"> <li>• Ability to take action to secure the immediate safety of the adult at risk of abuse.</li> <li>• Demonstrable experience of challenging poor practice at an intra and inter-agency level.</li> </ul> <p><u>Evidence</u></p> <ul style="list-style-type: none"> <li>• Completion of care plan reviews.</li> <li>• Mentoring and guiding less experienced colleagues</li> <li>• Making variations and adjustments to purchases on Mosaic</li> <li>• Completion of annual risk tool using strength-based approaches</li> <li>• Auditing medication administration by carers</li> <li>• Raising safeguarding concerns, following procedures</li> </ul>
<b>Deaf Services Assessment &amp; Support Worker</b>	<b>Range 4</b>	<b>Duties</b>			
		<p><b>See job profile for full job accountabilities and responsibilities</b></p> <p>Work directly with adults, including those who are deaf or deafened, to understand their wishes and deliver high-quality, person-centred care through strengths-based assessments and support planning.</p> <p>Build collaborative relationships with individuals, families, carers, and partner agencies to ensure cohesive service delivery.</p> <p>Conduct complex assessments, providing specialist equipment, and offering guidance on internal procedures and relevant legislation to safeguard wellbeing.</p> <p>Manage sensitive information, handling financial documentation, and promoting inclusive services through partnership with NHS audiology and voluntary sector organisations.</p>	<p><b>Requirements at this level:</b></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> <li>• BSL Level 2 minimum (accredited course SIGNATURE or CACDP)</li> <li>• Minimum of 5 GCSE (grade 4-9) including Maths and English or equivalent</li> </ul> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> <li>• Awareness of our statutory responsibilities under the Care Act 2014 – care and support needs and eligibility criteria.</li> <li>• Awareness of digital technologies, including tech enabled care.</li> <li>• Awareness of Mental Capacity Act.</li> <li>• Awareness of Deprivation of Liberty Safeguards (DoLS).</li> </ul>	<p><b>Requirements at this level in addition to level 4A:</b></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> <li>• Evidence of ongoing continuous professional development</li> </ul> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of our statutory responsibilities under the Care 2014 – care and support needs and eligibility criteria.</li> <li>• Knowledge, understanding and application of the strengths-based practice and the concept of the</li> </ul>	<p><b>Requirements at this level in addition to level 4A and 4B:</b></p> <p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge and understanding of how to identify risk and complete appropriate risk assessment documentation.</li> <li>• Extensive knowledge of resources both internal and external to the council and the ability to share</li> </ul>

			<ul style="list-style-type: none"> <li>• Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.</li> <li>• Knowledge of basic equipment appropriate to people who are deaf or deafened.</li> <li>• Familiarity of available services and community assets to support individuals.</li> <li>• Understanding the roles of partners e.g. Health, local audiology services and the voluntary sector.</li> <li>• Awareness and understanding of carers.</li> <li>• Awareness of budget considerations and evidence of a focus on prevention and community resources</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of listening to people to understand what is important to them and to build on their wishes.</li> <li>• Experience of accurately recording information and data.</li> <li>• Experience of working in a health or social care setting or other relevant experience</li> </ul>	<p>conversations model (1, 2 and 3 and when to move between them) and confident to apply in practice.</p> <ul style="list-style-type: none"> <li>• Knowledge of available service and community assets to support individuals include those specifically for deaf people- ensuring this is kept up to date and available to share with the team.</li> <li>• Knowledge of a wide range of specialist equipment appropriate to people who are deaf or deafened.</li> <li>• Knowledge of Self-Directed Support including Direct Payments and the ability to explain this option and make a referral.</li> <li>• Understanding of the fundamental principles of prevention and strength-based practice as laid out within the Care Act 2014 – Prevent, Reduce, Delay (building individual resilience, working with partners, linking to community resources etc).</li> <li>• Knowledge and understanding of statutory responsibilities to provide advocacy to assist a person to understand assessment, support planning and review processes.</li> <li>• Awareness and understanding of the mental capacity assessment process. and ability to recognise where there may be issues of capacity.</li> <li>• Awareness and knowledge of Deprivation of Liberty Safeguards in order to ensure any conditions of the DoLS are being met.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experienced in undertaking visits to complete conversation 1 and use knowledge of local resources to refer and signpost.</li> <li>• Experience of completing a conversation 2 and monitor the short-term plan. With support, monitor the plan to ensure support is appropriately reduced.</li> </ul>	<p>your knowledge with other team members and other teams.</p> <ul style="list-style-type: none"> <li>• Knowledge of a wide range of specialist equipment appropriate to people who are deaf or deafened and up-to date with technologies which includes understanding and incorporating new digital technologies, including tech enabled care.</li> <li>• Knowledgeable regarding information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group.</li> <li>• Working knowledge of other council services to support your role and work with individuals and families. For example, housing, welfare support, Public Health</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Supports and mentors less experienced colleagues through completion of joint visits and shadowing opportunities, sharing knowledge.</li> <li>• Experienced in listening to people to understand what is important to them, build on their wishes and to connect them to the right people, communities and</li> </ul>
--	--	--	---	---	--

			<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of balancing individual's needs and service requirements allocating only necessary support required.</li> <li>• Experience of completing carers assessments and support plans with experience of seeking views and co-producing solutions with the people who access our services.</li> <li>• Experienced in the completion of a support plan outlining how all eligible needs and other needs will be met. Works with individuals to ensure they are fully aware of all options available to them and co-produce solutions with individuals to meet their needs.</li> <li>• Experience of connecting individuals to the right people, communities and organisations to make their lives better.</li> <li>• Experienced in undertaking and facilitating difficult conversation with individuals and families where appropriate.</li> <li>• Experience of completing reviews, including packages of care, day activities and residential, referring to supervisor for increases/decreases or changes.</li> <li>• Experienced in raising appropriate referrals to the advocacy service to support individuals' participation in all aspects of their social care journey.</li> <li>• Experience of recommending the most cost-effective solution and provides justification of request to meet eligible needs.</li> <li>• Experience of producing accurate case notes and all documents in accordance with professional standards.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Works independently to manage own caseload, raising issues as appropriate, prioritise work and timely closing of cases.</li> </ul>	<p>organisations to make their lives work better.</p> <ul style="list-style-type: none"> <li>• Experienced in contributing to the mental capacity assessment process for an individual.</li> <li>• Experience of identifying when an individual is deprived of their liberty in the community and appropriately report to their supervisor.</li> <li>• Experienced in advocating effectively the wishes of individuals within complex situations and seek guidance from supervisor.</li> <li>• Experience of promoting the service and ensuring awareness and the profile of deaf services is raised for staff and the wider council and addressing communication needs of individuals whom they support.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to contribute to and challenge other professionals appropriately in multi-agency /professionals' meetings</li> </ul>
--	--	--	---	--	---

			<p>your application will still be considered if you are unable to drive due to a disability.</p> <ul style="list-style-type: none"> <li>• Ability to use of Microsoft Word, Excel, PowerPoint, Teams and Outlook.</li> <li>• Good listening and observational abilities and decision-making skills.</li> <li>• Ability to promote ethical practice and report concerns.</li> <li>• Ability to identify and highlight areas of risk for individuals.</li> <li>• Good interpersonal skills both written and verbal with individuals, colleagues and partner agencies.</li> <li>• Ability to understand and identify people's specific communication needs in relation to their deafness.</li> </ul> <p>•</p> <p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Awareness and understanding of what safeguarding is and their role in safeguarding adults.</li> <li>• Have an awareness of policy, procedures and legislation that supports safeguarding activity.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to maximise the prevention and enablement resources available to prevent, reduce and delay the need for long term services.</li> <li>• Can identify and take action to explore more deeply what is happening for an individual using proactive questioning.</li> <li>• Developed skills tailored to individuals' unique communication requirements in connection with their hearing impairment.</li> <li>• Able to recommend appropriate new digital technologies, including tech enabled care.</li> </ul> <p><b><u>Safeguarding Adults at Risk</u></b></p> <p>Refer to KMSAB- Safeguarding Competency framework basic 1-5,6&amp; 7:</p> <ul style="list-style-type: none"> <li>• Know the different forms of abuse and how to recognise indicators / signs of them. Demonstrates an understanding of the factors that might increase risk of abuse and vulnerability.</li> <li>• Has the knowledge to recognise an adult potentially in need of safeguarding and take action.</li> <li>• Understanding the procedures (Kent &amp; Medway Safeguarding Adults Board policy and procedures) for raising a safeguarding adult concern.</li> <li>• Demonstrate skills and knowledge to contribute effectively to the safeguarding process.</li> <li>• Understands need to be aware and challenge organisational cultures that may lead to poor practice in safeguarding.</li> <li>• Has experience of maintaining accurate and complete records and promoting interagency information sharing and judging when and how to share information with others in accordance with relevant legislation, policy and guidance.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to think creatively and develop innovative solutions.</li> <li>• Be able to advocate effectively the wishes of individuals within complex situations</li> <li>• Able to identify risk and complete appropriate risk assessment documentation.</li> </ul> <p><b><u>Safeguarding Adults at Risk</u></b></p> <ul style="list-style-type: none"> <li>• Refer to KMSAB - Safeguarding Competency framework – applicable competencies within 8,9,10 &amp; 12:</li> <li>• Understanding of theories of abuse and the cycle of victimisation.</li> <li>• Understands the impact of abuse on victims, families and carers.</li> <li>• Understands the information on local and national groups that may be able to provide support, e.g. victim support, IMCA service and/or local carers group.</li> <li>• Understanding of how perpetrators of abuse may be vulnerable themselves and require support.</li> <li>• Understands when emergency protection plans may be required.</li> <li>• Experienced in ensuring service users/carers are supported appropriately to understand safeguarding issues and are fully aware of all options available to them to maximise their decision making.</li> <li>• Experienced in ensuring service users/carers are aware of the preventative measures that they may be able to put in place to protect themselves from abuse, i.e. lasting power of attorney (Mental Capacity Act) and/or police involvement.</li> </ul>
--	--	--	--	--	--

					<ul style="list-style-type: none"><li>• Ability to take action to secure the immediate safety of the adult at risk of abuse.</li><li>• Demonstrable experience of challenging poor practice at an intra and inter-agency level.</li></ul>
--	--	--	--	--	---

