

# Extra Care Development Officer Adult Social Care

**Salary Range: £36,141 - £40,817**

**Grade: Level 3 Zone 1**

**Location: 5 Pancras Square**

**Reports to: Carol Hawthorne**



# About the role

This role is to ensure that effective use is made of Camden's existing and future extra care facilities by promotion, monitoring and evaluation of the services provided under extra care supported living schemes. Supporting the continued occupancy and development of these schemes in line with core strategic objectives.

**The core functions of the role are;**

Nomination panels - Arranging monthly meetings for people to be nominated and considered for extra care. To involve providers and other relevant internal and external partners

Occupancy -To develop an effective monitoring system in place to ensure that contemporary data is available on all occupied flats and void properties.

Contracting and Quality assurance- To understand and promote the core service offer in extra care, across the different sites and have oversight of issues and escalate to senior officers  
To have oversight of contract issues and escalate as appropriate to senior officers.

Reporting and audit responsibilities - To understand the purpose of extra care accommodation and, by analysing qualitative and quantitative data to produce reports that support organisational performance targets.

Marketing & Communications - To promote and market Camden's extra care accommodation both to operational staff and to residents.

Budgets - To understand extra care resources particularly the financials and work to keep within agreed budget.

# The things you'll achieve

Developing and coordinating the nomination panel and ensuring seamless access to extra care once eligibility has been agreed

Ensuring effective and efficient use of resources by monitoring/overseeing occupancy of flats at all sites.

Identifying potential challenges within the provision and raising concerns in a timely way with senior officers.

Working closely with nominating practitioners to expedite the transition into the flats and ensuring dependency levels are appropriate to available properties.

Collecting and monitoring performance and activity information and reporting on these when required at monthly meetings.

Attending contract monitoring meetings with the service providers to ensure that the resident receives high quality housing and care support.

Ensuring business and financial administrative processes are robust.

Ensuring seamless operation of the service area.

Undertake any other duties or responsibilities as required by the line manager.

# About you

## **Experience**

Working the Camden Way

Data and financial analysis experience

Delivering excellent customer service

Advanced PowerPoint and Word

Intermediate Excel.

Experience of report writing and development of formal procedures and guidance

## **You have**

Prior experience of working within a Health, Housing and/or Social Care setting (desirable)

Excellent customer care services with an understanding of diversity principles within a customer care context

Able to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards.,

Excellent levels of literacy and numeracy.

Able to influence practitioners and promote extra care within their portfolio of clinical options.

# Other important information...

## **People management**

None

## **Work environment.**

You are required to work flexibly across a range of locations as required by the work; however, the primary work location will be 5 Pancras Square, where the post holder will have access to colleagues in Adult Social Care, Housing and other Council departments. There is an expectation that you will be expected to visit the extra care schemes to ensure that the resource meets its full objectives.

## **Who you will be working with**

You will work with both internal and external stakeholders, including Health partners. The role requires a person with a high level of organisational and communication skills with a clear understanding of the extra care service priorities.

You will work closely with staff across the council as required. These relationships include (but are not restricted to):

The Resource Coordination team  
Commissioning officers involved in service redesign.  
Quality Assurance officers and Safeguarding.  
Internal ASC practitioners and managers across all service areas  
Housing colleagues

# Who we are.

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

