

Adult Social Services, Public Health & Wellbeing Cluster
Brokerage Officer

Job Description and Person Specification
November 2015

Job Description

Job Title:	Brokerage Officer
Department:	People
Function:	Adult Care, Public Health & Wellbeing Hub
Team:	Contracts & Procurement
Post number:	CC3696
Grade:	LBR9
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Lynton House
Reports to: <i>Job title</i>	Placement & Brokerage Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasions.
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To arrange placements/care packages within the prescribed timeframes, budget and quality.</p> <p>To provide day-to-day delivery of the relevant brokerage area, i.e. residential/nursing, domiciliary, daytime support, personalisation etc.</p>
Key external contacts: <i>Organisations</i>	Care Providers Voluntary Organisation Services Users
Key internal contacts: <i>Job titles or groups of staff</i>	HASS Finance Payments and Benefits Legal Accounts Payable Hub
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> ▪ When placing with providers, ensure value for money is met for spot purchasing, and the provider and service users/families are clear around the figures ▪ Negotiation of price for placements ▪ Aware of the financial impact of system on placement

Key areas for decision making:	<ul style="list-style-type: none"> ▪ Decision around placements with regard to the provider ensuring value for money. ▪ Brokerage of services for individual service users ▪ Placement price negotiations ▪ Placement of services users ▪ Hospital discharge placements (DTC) ▪ Brokering and placement of individuals requiring complex and specialist packages of care ▪ Placement monitoring against contractual requirements ▪ Budget management ▪ Service user payment issues ▪ Provider failure as per the Care Act 2014 requirements ▪ Inform commissioning & procurement strategies
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> ▪ Ensuring the office is covered ▪ Post holder is required to attend various meeting at venues in other London Boroughs and this includes venues in central London

Key accountabilities and result areas:	Key elements:
General	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ To provide cover for other Placement/Brokerage Officers in their absence including when necessary: ▪ To represent or deputise for the Team Leader at her/his request. ▪ To participate fully in the Council's employee's communications system, supervision, personal development and performance programmes. ▪ To be smart and presentable at all times in compliance with the current dress code. ▪ Any other duties appropriate to this area of work and consistent with the level of the post, as may from time to time be required.

Service Delivery	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ To maintain the duty line taking referrals from care managers and support brokers, service users and carers for placements and associated follow up work. ▪ To allocate service users to providers/services, in line with the outcomes of their support plan and ensuring best value. ▪ To communicate with providers in order to ascertain the availability of placements/packages. ▪ To ensure that packages are arranged in a timely manner to avoid delayed transfers and the unnecessary payments of voids. ▪ To ensure that Contracts are used appropriately ensuring that vacancies are filled as priority. ▪ To work with care management colleagues where the placement/care package is not in line with the Council's policies or it does not represent best value. ▪ To allocate work to providers in a fair and equitable manner. ▪ To maintain up to date information on Care Homes and Home Care providers within the borough and other range of services in the community. ▪ To contribute to the development of Tender documentation as required and advertising in accordance with Council standing orders. ▪ To assist in the delivery of a brokerage service negotiating individually adapted and costed packages of care and support following assessment by Care Management or self-assessment and agreement of a support plan. Services will be brokered for a range of vulnerable adults including people with learning disabilities. ▪ To provide support, advice and information to care managers, providers, clients and carers and seek innovative and imaginative care solutions for clients with complex and multiple needs. ▪ To ensure that the needs of individual users and carers are central to the construction of support packages. ▪ To negotiate, arrange and amend support packages in conjunction with Care Management team, with provider organisations, including costs and specifications. ▪ To monitor user satisfaction with the quality of the provided service. ▪ To create and maintain local systems to record and manage brokerage activity. ▪ To write reports and briefing notes on policy issues for the Commissioning management team and a range of management meetings, task forces, external and/or council meetings. ▪ Support the development of formal policy and procedures for self-directed support including direct payments and personal/individual budgets which links in to existing assessment and care management procedures. ▪ To support service user and carers involvement in all aspects of service delivery. ▪ To support the Commissioning Management Team in the development of practices to deliver integrated services. ▪ To contribute to the change programme to offer Self Directed Support to all service users in Redbridge including the development of new forms of brokerage.
Financial Management	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ To maintain management information systems and provide regular reports identifying trends and proposing solutions where problems are identified. ▪ To negotiate with providers to ensure efficiency and best value for money for individual support packages.
Information Technology	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ To liaise with appropriate teams and service areas to ensure early identification of information technology issues and to contribute towards the development of effective databases. ▪ To maximise the use of information technology applications available to input/or retrieve data and produce reports.

Equality & Diversity	<p>This will involve:</p> <ul style="list-style-type: none"> To ensure that equality and diversity considerations in relation to colleagues and current and potential service users are central to your work and that the equalities impact of any major projects or initiative is assessed.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.
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Person Specification

Job Title:	Brokerage Officer		
<i>Method of candidate assessment: A = Application form, I = Interview, T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none">▪ Relevant qualification (Social Care/Health, Project Management, Housing) and/or appropriate experience	A	3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none">▪ Experience of working in a social care setting ideally in commissioning or care management team	I - T	3
	<ul style="list-style-type: none">▪ Experience of negotiating care packages and costs with service providers	A - I	2
	<ul style="list-style-type: none">▪ Experience of partnership working in particular with providers	A - I	2
	<ul style="list-style-type: none">▪ In depth understanding of how social care services are provided	A	2
	<ul style="list-style-type: none">▪ Ability to think creatively to find imaginative and innovative care solutions	A - I - T	3
	<ul style="list-style-type: none">▪ Commitment to using the brokerage process to enable service users and cares to avail of high quality and outcome focused care services	A - I	2
	<ul style="list-style-type: none">▪ High degree of Computer Literacy	A	3
	<ul style="list-style-type: none">▪ Excellent written and verbal communication skills relevant to the duties of the post	A	3
	<ul style="list-style-type: none">▪ Good interpersonal skills with the ability to liaise effectively with a wide range of stakeholders at all levels including service users and their families	A	3
	<ul style="list-style-type: none">▪ Sound financial skills to negotiate efficient and quality care packages and services	A - I	2
	<ul style="list-style-type: none">▪ Ability to work under pressure prioritizing workload and tasks	A - I - T	3
	<ul style="list-style-type: none">▪ Detailed knowledge and understanding of the services provided by a range of voluntary, not for profit and commercial organizations	A - I	3
	<ul style="list-style-type: none">▪ Knowledge of Community Care issues trends and legislation and implications of government guidance.	A - I	2
	<ul style="list-style-type: none">▪ Display a sound understanding of equality issues, respecting and valuing individuals diversity and the variety of their contributions.	A - I	2

Minimum competencies: Customer focus	<ul style="list-style-type: none"> ▪ Excellent skills at collaborating with colleagues and external agencies to develop the best processes for the business and deal with difficult situations diplomatically, effectively and provide a high degree of customer care. 	A - I	3
	<ul style="list-style-type: none"> ▪ Embraces the Authority's stated intention to work in partnership with other providers in order to deliver the most efficient and flexible services to customers, forging links and developing joint working. 	A - I	3
Communicating and influencing	<ul style="list-style-type: none"> ▪ Highly developed inter-personal skills to enable effective communication, orally, in written documentation or with presentations with service users and senior managers. 	A - I - T	3
	<ul style="list-style-type: none"> ▪ Be able to devise, documents, and refine processes and procedures and to provide user training where necessary 	A - I	3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> ▪ Be a motivated and enthusiastic individual and build confident and effective working relationships with customers and IT professionals at all levels. 	A - I	3
	<ul style="list-style-type: none"> ▪ Works creatively, coming up with new and imaginative ideas and collaborating with others to identify change. 	A - I	3
	<ul style="list-style-type: none"> ▪ Co-operates and works well with others in the pursuit of team goals sharing information and supporting others. 	A - I	3
Planning, organising & achieving results	<ul style="list-style-type: none"> ▪ Sound and methodological problem solving skills 	A - I	3
	<ul style="list-style-type: none"> ▪ Ability to manage own workload with minimum supervision and support the Team in managing their workloads 	A - I	3
	<ul style="list-style-type: none"> ▪ To be open to change and adapt flexibly and quickly to new circumstances. 	A - I	3
	<ul style="list-style-type: none"> ▪ Manage competing pressures and priorities in a timely manner that ensures that problems are resolved to agreed deadlines 	A - I	3
	<ul style="list-style-type: none"> ▪ A self-motivated individual who is adaptable, receptive to new ideas and is willing and able to adjust to new demands and circumstances 	A - I	3
Embracing change	<ul style="list-style-type: none"> ▪ Knowledge of Adult Social Care activities and the demands of the business needs and how all the relevant information systems should integrate. 	A - I	3
	<ul style="list-style-type: none"> ▪ Adaptable, receptive to new ideas and willing and able to adjust to new demands and circumstances. 	I	3
Personal Effectiveness and Self Development	<ul style="list-style-type: none"> ▪ Display a high level of personal "drive" and energy and shows a capacity for sustained effort and performance 	I	3
Signature of Employee:	Name:	Date:	