

People Directorate, Public Health & Wellbeing Cluster
Brokerage Officer – Children's Placements Co-Ordinator

Job Description and Person Specification
March 2020

Job Description

Job Title:	Brokerage Officer – Children’s Placements Co-ordinator
Service Area:	People Directorate, Public Health & Wellbeing Cluster
Function:	Adult & Children’s Care & Placements, Public Health & Wellbeing Hub Contracts and Procurement
Team:	Brokerage
Post number:	SS00460
Grade:	LBR 11
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 (Vacant post)
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. Also to lead on training new Brokerage Officer working on Children’s Brokerage.
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 co-ordinate and prioritise placements for children including LAC, leaving care, CPAT, CSW, FIT Team. These placements include foster care, residential, semi-independent/transitional units and on some occasions secure units. This can at times also include s.17 respite placements as well as short breaks.</p> <p>Act as a Lead Officer representing the brokerage function for children on specific projects and partnerships such as the Residential Innovation Project, West London Alliance, and CCRAAG.</p>
Key external contacts: <i>Organisations</i>	Fostering Agencies Residential Providers Semi-independent/Transitional providers Ofsted West London Alliance (WLA) CCRAAG Other LA
Key internal contacts: <i>Job titles or groups of staff</i>	Children’s Care Teams (LAC, In-house fostering, CSW, CPAT, FIT, EDT) Children Team Managers Commissioning Finance Legal Housing
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 all placements, and the provider is clear of their obligations ▪ Negotiation of price for placements. ▪ Aware of the financial impact of system on placement ▪ Ensuring appropriate notice is given to providers to avoid two placements being paid for at once

Key areas for decision making:	<ul style="list-style-type: none"> ▪ Brokerage of services for individual placements ▪ Placement price negotiations ▪ Brokering and placement of individuals requiring complex and specialist packages of care ▪ Placement monitoring against contractual requirements ▪ Budget management ▪ Service user payment issues ▪ Inform commissioning & procurement strategies
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> ▪ Ensuring the office is covered for Children Brokerage 9am – 5pm ▪ Prepared to work late if finding an emergency placement for a child/children ▪ Post holder is required to attend various meeting in Redbridge and other local authorities.

Key accountabilities and result areas:	Key elements:
General	This will involve: <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 Manager 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	This will involve: <ul style="list-style-type: none"> ▪ To maintain the duty line receiving referrals from care managers and support brokers, young people and carers for placements and associated follow up work. ▪ To allocate service users to providers/services, in line with the outcomes of their support and care plan and ensuring best value. ▪ To communicate with providers to ascertain the availability of placements. ▪ To ensure that placements are arranged in a timely manner to try and avoid emergency/same day placements. ▪ To ensure that Contracts are issued once a placement has been made. ▪ To challenge providers where the placement/care package is not in line with care and support plans and goes against what has already been agreed or it does not represent best value. ▪ To maintain up to date information on 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 children and adults including those with disabilities. ▪ To provide support, advice and information to care managers, providers, social works and seek innovative and imaginative care solutions for young people with complex and multiple needs. ▪ To monitor user satisfaction with the quality of the provided service. ▪ To create and maintain 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.

	<ul style="list-style-type: none"> ▪ 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	This will involve: <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. ▪ Keeping the finance team fully updated on any fee changes that can impact their financial forecasting
Information Technology	This will involve: <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. ▪ Ensuring all emails are sent securely to ensure sensitive information is protected
Equality & Diversity	This will involve: <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	This will involve: <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	This will involve: <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998/GDPR – 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	This will involve: <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	This will involve: <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	This will involve: <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	This will involve: <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	This will involve: <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	This will involve: <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	This will involve: <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.

Person Specification

Job Title:	Brokerage Officer		
<i>Method of candidate assessment: A = Application form, I = Interview, T = Test.</i> <i>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 Brokerage experience	A	3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none">▪ Experience of working in a social care setting ideally in Brokerage, Commissioning or care management team	I - T	3
	<ul style="list-style-type: none">▪ Experience of negotiating placement 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 Social Care 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	A - I	3

	flexible services to customers, forging links and developing joint working.		
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. ▪ Be able to devise, documents, and refine processes and procedures and to provide user training where necessary 	A - I - T A - I	3 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. ▪ Works creatively, coming up with new and imaginative ideas and collaborating with others to identify change. ▪ Co-operates and works well with others in the pursuit of team goals sharing information and supporting others. 	A - I A - I A - I	3 3 3
Planning, organising & achieving results	<ul style="list-style-type: none"> ▪ Sound and methodological problem solving skills ▪ Ability to manage own workload with minimum supervision and support the Team in managing their workloads ▪ To be open to change and adapt flexibly and quickly to new circumstances. ▪ Manage competing pressures and priorities in a timely manner that ensures that problems are resolved to agreed deadlines ▪ 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 A - I A - I A - I	3 3 3 3
Embracing change	<ul style="list-style-type: none"> ▪ Knowledge of Social Care activities and the demands of the business needs and how all the relevant information systems should integrate. ▪ Adaptable, receptive to new ideas and willing and able to adjust to new demands and circumstances. 	A - I I	3 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:	