

Role Title	Brokerage Officer
Job Family	Adult Services
Pay Range / Scale	Indicative Grade SO1
Purpose	
To coordinate the brokering of services and direct payments on behalf of residents with social care needs using understanding of client groups, systems, care markets and negotiation skills to ensure that appropriate, value for money care is commissioned.	
Generic Accountabilities	End Results/ Outcomes
Under supervision from a Senior Broker manage a caseload including direct work with clients.	<p>Accurate identification of clients' eligible needs.</p> <p>Relevant responsible Authority is informed according to procedure.</p> <p>Risk to the health, safety and wellbeing of service users and the public is effectively identified, recorded, evaluated and reduced.</p>
To liaise internally and externally and work with colleagues from other agencies to ensure service users are supported.	<p>Agreed, clear, accurate information is shared via the most appropriate channel.</p> <p>Appropriate actions are taken to the known circumstances.</p> <p>Arrange and participate in agreed multi-agency meetings.</p>
To maintain properly documented case files, records and client information. Prepare standard reports as required.	<p>Clear record of actions, circumstances and decisions are provided.</p> <p>Information is managed in compliance with legislation and best practice.</p>
To carry out all duties with an awareness and understanding of the Safeguarding requirements within area of responsibility.	<p>Work complies with all safeguarding policies and procedures that apply to the role.</p> <p>Behaviours and actions support the safeguarding of young people or vulnerable adults as appropriate.</p>
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
To take responsibility for own professional development.	<p>Take responsibility for identifying and pursuing own development needs.</p> <p>Participate in regular practice reflection and supervision</p>

<p>To support colleagues in the team and across the wider service.</p>	<p>Contribute to the development of others (e.g. through sharing knowledge, skills and experience or providing feedback).</p> <p>To be available and willing to participate in and be deployed to other specific and urgent projects or tasks as required by the line manager.</p>
<p>Work effectively with other staff to ensure staffing resource is effectively deployed to manage the demands of the service effectively</p>	<p>A robust rota for brokerage staff will be in place which enables the hospital discharge hub to operate effectively and, the duty functions aligned to the other functions and expectations to be delivered through the brokerage function to ensure the service high performing and effective (Discharge Hub cover Monday to Sunday: Monday to Friday 9am – 5.15pm and Sat to Sun 9am – 4pm. Two calls daily 9.30am and 12.30pm/ Duty Hub is between 9-5.15 Monday to Friday).</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Job Specific Accountabilities</p>	
<p>To support the brokerage of value for money placements and packages for a defined client groups.</p> <p>This includes coverage of duty hubs and hospital discharge hubs on a rota basis.</p>	<p>Brokerage and ongoing management of care placements and packages promotes choice, independence and positive outcomes for service users, carers and families.</p> <p>Council systems (such as the DPS or CM2000) are used.</p> <p>Value for money is achieved.</p>
<p>To follow systems and processes in order to ensure financial control and value for money from placements, packages and direct payments.</p>	<p>Robust processes are followed to ensure tight financial control and value for money.</p> <p>Direct payments are managed effectively (where relevant)</p>
<p>To ensure that placements, packages and direct payments are implemented effectively.</p>	<p>Procedures and policies are followed.</p> <p>Services or payments are implemented in a timely manner.</p> <p>Vulnerable adults are protected.</p>
<p>To support negotiations with providers on care packages and placements and to support junior officers to develop their practice.</p>	<p>Effective negotiations are held with providers to ensure the best possible price.</p> <p>Best practice is followed.</p>
<p>To support the creation of market intelligence and to use analysis to inform decisions.</p>	<p>Information from providers is collated regularly and fed into relevant databases.</p> <p>Market intelligence is accurate and relevant.</p>

<p>To monitor and manage the day-to-day delivery of commissioned care services or direct payments for the client group(s) and escalate issues appropriately.</p> <p>To be available to work weekends on a rota bases, to monitor and manage services, ensuring the quality of care meets agreed standards</p>	<p>Systems are used effectively and efficiently.</p> <p>The quality of care meets agreed standards.</p> <p>Customers report excellent value for money.</p> <p>Changes in requirements are dealt with effectively.</p>
<p>To support quality assurance and information quality across the service.</p>	<p>Information entered on to social care and financial systems is accurate.</p> <p>Issues with quality are escalated accordingly.</p>

Nature of Contacts

Work directly with clients, the work has significant implications for the wellbeing of individual clients. Professional colleagues, other providers and external agencies to gather and exchange information and co-ordinate actions.

Developing sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with clients, client groups and colleagues.

Procedural Context

Unpredictable work environment – may involve visiting people in their homes or hospital setting to carry out or complete the assessment and develop appropriate plans.

This role requires participation in a weekend and out-of-hours rota to provide continuous service coverage, including at duty hubs and hospital discharge hub cover.

Key Facts and Figures

Reports to Brokerage and Supplier Quality Manager

Responsible for own and others' safety and security (e.g. home visits).

Enhanced DBS clearance required.

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Competency Level: All Colleagues

Knowledge, Skills and Experience

- Knowledge and experience of using negotiation techniques.
- Knowledge and experience of contract and performance management and its link to commissioning processes.
- Knowledge of social care and health related services, with specific reference to care packages, contract and quality assurance processes.
- Knowledge and experience of the market for care and support services.

- Knowledge of financial assessment processes.
- Understanding of and experience in working with the defined client group(s), including the issues affecting service users, carers and families, legislative and policy drivers, good practice and innovation
- Experience of financial data management, preparing expenditure reports and informing decision making.
- Experience of quality assurance mechanisms and raising standards.
- Experience of arranging service contracts for individual clients.
- Ability to use IT systems competently from the outset and demonstrate good planning, time management and organisational skills.
- Self-motivated and able to work on own initiative
- Attention to detail
- Ability to identify difficulties, problems and recommend corrective action.
- Ability and willingness to work flexible hours, including weekends and evenings, to provide rota cover for duty hubs and hospital discharge hubs.
- Literate and numerate with accurate record keeping and report writing.
- Good interpersonal skills, ability to develop and maintain good relationships, and ability to participate in meetings and working groups- working with Social Workers, Service Providers and social care Commissioning staff

Indicative Qualifications

GCSE Equivalent (Maths & English)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.