**Brokerage Officer**

**Grade – Scale 5**

**Job Description**

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| Job Purpose |
| To source and negotiate services in line with the personalisation agenda that ensures the provision of high quality, cost effective placements and contracted support/transport services for vulnerable people |
| Major Tasks |
| The following tasks are indicative of those that may be expected from the post holder and are not a complete list of those that a post holder may undertake  **Generic tasks listed below:**   * To support the Council’s visions and priorities both internally and externally * As a member of the Team help deliver team objectives * As a member of the Team help ensure team objectives are delivered in the most cost   effective manner, minimising waste and to monitor and implement possible cost savings   * As a member of the Team help ensure team meet their objectives and targets within agreed timeframes * As a member of the Team help deliver standards which achieve equality of opportunity * To adhere to and implement all relevant Policies & Procedures   **Specific tasks listed below:**   * To source and establish services to meet the needs and outcomes of vulnerable people as identified in their care/support plans which provide optimum value for money, undertaking cost negotiations * To provide advice and guidance on all aspects of making placements with independent providers and sourcing support and transport solutions for vulnerable people * To develop and maintain placement and support service databases, information and systems and provide to required stakeholders * To manage contract disruptions and negotiations as required and negotiate costs. * To ensure that vulnerable people are safeguarded through the placements and support packages sourced. * In conjunction with contracts and commissioning colleagues, to develop relationships with a range of service providers and the regulatory bodies and develop an understanding of the supply market. Taking part in contract reviews as necessary * To complete & implement appropriate and approved contract documents (including orders, individual placement and support agreements). * To fully involve operational staff and managers in the development of contracting arrangement for placements and support packages and to ensure that the brokerage role and contracting is seen as an integral part of commissioning and procurement. * To liaise closely with assessment officers and managers on issues relating to individuals and alert the relevant managers to any areas of concern or developments. * To keep abreast of regional and national issues and developments in line with best practice * To devise, maintain and develop systems to ensure close liaison with the emergency duty teams regarding information exchange and notify the EDT of up to date information to provide out of hours placement cover. * Assist in the development of administrative and reporting systems, and maintain accurate records, including financial information and written reports of the brokerage service * Ensure a system that can respond to immediate/same day placements * Operating duty systems, and multiple tasks at any one time * Daily resolution of non-formal customer complaints through contract compliance and negotiation with providers and customers/families * Any other duties commensurate with the grade and status of the post |
| Contacts & Relationships |
| * Team Leader – support and supervision * Council wide colleagues, Officers, SDM’s and staff of external bodies i.e. SaTH, ICB, and other Local Authorities * Health Professionals with regards to individuals care plan * The postholder will be the primary point of contact within social care localities and will need to maintain good working relationships with workers/practitioners and manage the demand and expectations of queries raised * Developing and maintaining relationships with external care providers * Influencing and negotiating with external care providers * Service users and carers being supported by contracted services as part of the quality monitoring process to provide advice and guidance |
| Creativity |
| * The postholder will prepare daily and weekly reports to inform senior management and external Health partners of the function planning and decision making * The post holder will support the preparation of reports which will provide recommendations to resolve or advise on an situation using their specific context knowledge * The majority of the post holder’s work will be governed by broad instructions but creative thinking will be required to progress their brokerage activity and resolve any care scheduling and payments issues with providers * Supports and Facilitates placement availability with cost at Social Care Resource Allocation meetings ensuring cost effective suitable placements are made by sharing knowledge and expertise of the care market |
| Decisions |
| * The postholder will make difficult or important decisions within established policy where many factors must be weighed up. * The post holder will make decisions leading to changes in procedures affecting others.. * Decisions will directly impact on the lives of the most vulnerable members of our community and their families |
| Management & Supervision |
| * The post holder has no direct responsibility for the management of staff however, will work in a matrix management structure with supporting and training apprentices |
| Supervision Received |
| * The post holder will receive regular supervision from the Team Leader * Post holder will be required to independently manage their own work area and co-ordinate multi-agency responses to inform their decision making. They will have to address challenging and complex issues in external service provision, only seeking support from the Team Leader for specialist advice |
| Complexity |
| * The post holder will have to balance a number of factors to make decisions by using their experience and knowledge understanding the current care market, future regulative or environmental changes and the service users needs to make decisions that ensure the safety of vulnerable people * Manage the issuing of Contracts to providers * The role is mentally demanding due to the complexity and diversity of managing the business need. |
| Resources |
| * Responsible for recording and monitoring spend against Joint Budgets with external partners such as the Shropshire Telford & Wrekin ICS * Responsible for ensuring the case management system and financial management system for care are kept updated with brokerage actions and that service users private information is kept safe and only shared through secure processes. There is also a responsibility for conforming with GPDR policy. * Responsible for managing communications and managing working relationships with the providers, through telephone, virtual and face-to-face meetings. * Uses knowledge of the market place to support complex placements, including out of area placements. * Liaising with various departments to ensure issues relating to financial queries are dealt with effectively. |
| Impact |
| * The post holder supports professionals and practitioners by brokering appropriate services to ensure that vulnerable adults and young people are safe guarded and looked after * The post holder ensures that the best value solution alongside care and support is identified and manages the market to support supply and demand by monitoring provider care package take up and declines. * The post holder finds timely placement for those being discharged from hospitals to avoid delayed discharges and any NHS penalties associated. This is key in providing client appropriate care provisions whilst working in a fast-paced high pressure environment. * The post is key in providing market data and oversight, provides real time data on placements made, budgets committed and feeds into the Quality Framework System * Forecasting brokerage solutions and forward planning for periods of provider office closures (e.g during bank holidays and holiday periods). |
| Physical Demands |
| Predominantly office based work within normal working hours, however requires some travel between visiting providers and for meetings.  Post holder will have good time and priority management to manage the fast flow of work through the team.  .  The postholder will be required to manage high volumes of incoming phone calls from internal colleagues, external providers and service users and families.  The postholder may be occasionally challenged and requested to complete work outside their remit; this will require managing and directing to the correct processes. |
| Working Environment |
| Can be occasional late working with regular bank holiday and weekend working on a rota basis. |
| Emotional Context |
| The Post holder does have regular contact with upsetting and or distressing matter when advising or supporting colleagues this will be reading detailed reviews of individual Safeguarding case records on Adults and on Children’s Social Care systems where manual checking is required support an investigation or contract management issue. The post holder will regularly talk with distressed family members or people receiving care where there has been a problem.  Where issues have been raised by family or clients, the postholder has a responsibility to report issues to safeguarding and commissioning as appropriate.  High demand of workflow and managing expectations can cause emotional stress to the postholder; this would need to be managed effectively to ensure resilience and continuity of the service. |
| Other |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

Person Specification

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| Criteria | Standard |
| **Qualifications** | * A levels, NVQ Level 3 or equivalent professional qualification |
| **Experience** | * Experience of working in a fast paced dynamic environment * Matching criteria to identified need * Experience of the use of IT data system * Awareness of contracts and contracting culture |
| **Knowledge** | * Sound knowledge and understanding of relevant legislation including safeguarding such as The Childrens and Family Act 2014, the Care Act 2014 and regulatory frameworks such as CQC and OFSTED * Understanding of contract arrangements and tendering processes. * Demonstrate knowledge of how contracts can influence provider markets. * To be aware of relevant new Legislation, good practice and service developments |
| **Skills** | * Ability to negotiate and work with providers, service users, parents & carers,   and other  professionals at all levels   * Good communicator, comfortable with modern communication media e.g. personal computers, telecommunications * Should have a positive approach and be well motivated * Able to demonstrate well developed organisational skills with the ability to collate, interpret, and present statistics, information and findings from personal work and research in a meaningful way * Demonstrate an ability to prioritise and schedule workloads * Demonstrate an ability to work on own initiative as well as contribute to team working * Able to demonstrate use of IT applications, including spreadsheets, word processing, databases and e-communication * Ability to work flexibly to meet deadlines when required |
| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. * Must have a positive attitude in all work situations and be pro-active in problem solving and an accurate attention to detail at all times * Respectful of confidentiality issues * Willing to abide by the Council’s Equal Opportunities Policy in the duties of the post and as an employee of the Council and to promote non-discriminatory practices in all aspects of work undertaken * The post-holder will work on their own initiative and manage and prioritise their own workloads * To work a flexible 37 hour week, this may include evening, week-end working and bank holidays |
| **Fluency Duty** | Aspects of this post have been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.  The officer is required to converse regularly with service users, families and suppliers and must be able to express themselves very fluently in complex situation to, relay legal information, negotiation of care packages whilst explaining policy and practise |
| **Political Restrictions** | This post is not subject to political restrictions |

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| Type of criminal records checks required for this post | Ticked as required |
| None |  |
| Basic Disclosure | x |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>