

Job Description

Job title	[Brokerage Officer]
Directorate	[PEOPLE : Children and Adults]
Division	[Business and Provider Services]
Range	[MPR 3]
Reports to	[Brokerage Team Manager]

Main purpose of the job:

[To broker resource requests for Care Packages from across Medway Adults Social Care, working with stakeholders to agree the most resource efficient solutions that will promote effective outcomes.

Liaise with clients to explore alternate options and match information about the client's needs with available resources.

Secure and accurately record care packages and placements for adults who meet the Council's eligibility criteria for all residential and nursing care; supported living placements; Extra Care and homecare in order that resources meet need and the appropriate independent sector providers are selected and high-quality placements and care packages are made.]

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

[Receive and process all requests for placements, home care and day service provisions, with a focus on developing a detailed knowledge of provision locally and nationally to ensure that appropriate and high-quality placements are brokered to meet individual need.

Liaise with colleagues from health and IDT to support patients through the hospital discharge process in order to alleviate pressures within the hospital setting.

Update Mosaic and integra with information and details of the placements/care packages, costs and track the placements/packages through the system and complete all relevant tasks and episodes, including placement agreements.

To work with social care staff and providers to provide support to placements at risk of breakdown or exclusion and to contribute to analysis of need and cost.

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Support negotiations of long-term strategic partnerships with providers to ensure Medway have access to cost-effective high-quality provision for adult Social Care Clients

Ensure placements and packages are made appropriately and in accordance with contractual requirements, to achieve high-quality, cost-effective options.

Work proactively with partners to ensure that high cost packages are reviewed and remain appropriate. |

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be responsive.
- Be understanding.
- Be honest.
- Be focused.
- Be realistic.

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- Be a good time keeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

'Make no decision about me without me.'

Organisation:

This role reports to the [Brokerage Team Manager]

[The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.]

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

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Person specification

All criteria at level A are considered essential unless stated otherwise. |

Qualifications

Level A

- A minimum of 5 GCSE's (grades 4-9) or equivalent level 2 qualification, including Maths and English.

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development |
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Knowledge

Level A

- An awareness of the Care Act 2014 – care and support needs and eligibility criteria.
- Awareness of digital technologies, including tech enabled care.
- Awareness of information governance, record retention, confidentiality issues and the General Data Protection Regulations.

Level B (in addition to level A criteria)

- Knowledge and understanding of:
 - Care Act 2014-Care and support needs and eligibility criteria.
 - digital technologies, including tech enabled care.
 - equality and diversity.
 - information governance, record retention, confidentiality issues and the General Data Protection Regulations.
 - Self-Directed Support including Direct Payments and the ability to explain this option and make a referral.
- Knowledge of how internal teams and procedures work within ASC and how they support your role, for example financial assessments, CFA, commissioning.

Level C (in addition to levels A and B) |

- In-depth knowledge of Self-Directed Support, financial assessments and income, payments, debt and how the brokerage function impacts each service.
 - Ability to work collaboratively with internal teams and provide intel to the Provider Quality Assurance Team and Commissioning.
 - Excellent working knowledge of Mosaic.
 - Knowledge of Mental Capacity Act 2005.
 - Knowledge of CQC Regulations.
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Experience

Level A

- Experience of working in a children's or adult social care environment.
- Experience with working with people with care and support needs.
- Experience of a customer or service user facing environment.
- Some experience of cost negotiating.

Level B (in addition to level A criteria)

- Demonstrable experience of understanding Social Care and working within the defined processes and procedures. handling difficult conversations with providers and customers.
- Experience of working independently, using initiative to deal with straight forward situations, referring to supervisor/line manager for unusual or difficult problems.
- Experience of managing time effectively, planning own workload and setting appropriate objectives and deadlines.

Level C (in addition to levels A and B)

- Experience of interpreting data, identifying areas of concern and escalating appropriately. |
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Skills

Level A

- Proficient use of Microsoft Word, Excel, Teams and Outlook.
- Ability to use written and oral communication skills presenting varied information in an understandable way to a range of audiences.
- Ability to understand and organise data.
- Ability to explain straightforward tasks to others where required.

Level B (in addition to level A criteria)

- Excellent IT skills that support the recording, organisation and presentation of data.
- Effective negotiation skills, telephone manner and customer care skills.
- Ability to coordinate and train other colleagues on straightforward and more complex tasks.
- Ability to manage time effectively, planning your own workload and setting appropriate objectives and deadlines.
- A team player.

Level C (in addition to levels A and B)

- Ability to deal with high levels of work-related pressure e.g. deadlines, interruptions, and conflicting demands.
- Ability to work effectively as part of a team to achieve team and service objectives.
- Ability to effectively communicate and negotiate daily with providers. |