

MEDWAY COUNCIL - JOB PROFILE

POST TITLE: Senior Brokerage Officer
DEPARTMENT: Business Operations & Provider Services
DIRECTORATE: Children and Adults
RESPONSIBLE TO: Brokerage Team Leader
RANGE: 4

1. MAIN PURPOSE OF JOB

The post-holder will be part of the ASC Brokerage Team and work closely with Service Managers, Senior Practitioners and Social Workers to source, arrange and amend packages of care, placements in residential and nursing homes and supported living services. This may involve regularly dealing with complex and/or contentious issues.

The Senior Brokerage Officer will act following the policies and procedures set out for the Brokerage Team to ensure that appropriate standards are met and value for money achieved in the procurement and delivery of services. The role involves:

- Carrying out a placement brokerage role within an adult services context e.g. older people, working age adults learning/physical disabilities and mental health services.
- Working alongside the Commissioning Team to contribute effectively to market management initiatives.
- Forecasting future budget pressures i.e. impact of increase in line with retail price index, national minimum wage and other financial impacts that affect the provider market.
- Informing the commissioning and procurement cycle by highlighting increases in pressure or gaps in the provider market
- Ensuring all supplier set up, contracting and amendment activities are carried out in a timely way.
- Sourcing services for those who have no recourse to public funds.
- Ensuring that social care and finance systems are updated as required.
- Working effectively with the Occupational Therapy and Social Work Teams, Hospital Discharge, Self- directed Support and Finance Teams and external providers.
- Inform the ASC review process, by providing social workers with a breakdown of outcomes, eligible need and associated costs recorded in the electronic brokerage system.
- Identifying appropriate costs and savings, negotiating with providers to achieve value for money in services brokered for service users.
- Maintaining clear lines of responsibility and accountability in carrying out the brokerage function.

- Maintaining accuracy in record keeping and ensure consistent recording practice on electronic systems that will provide robust financial information for the budgets forecasting and community care charging purposes.

2. PERSON SPECIFICATION

Qualifications

Essential

- Good standard of general education to A level or equivalent

Desirable

- A relevant academic, professional or management qualification

Knowledge

- Predominately theoretical plus practical and procedural knowledge in a specialist area or an equivalent level of organisational, procedural and policy knowledge
- A good understanding of the value and use of new technologies in improving services and modernising working process.
- A good understanding of customer service and how this can be effective.
- A strong understanding of Adult Social Care

Experience

Essential

- Demonstrable experience in negotiation skills preferably financial negotiations
- Experience of working within a health or social care context
- Experience of residential or supported living placement finding
- Experience of managing relationships with stakeholders in a health or social care context
- Experience of making effective use of effective IT monitoring systems to contribute to recording, researching service and reporting on brokerage activities, customer contact and service performance
- Experience of undertaking short term projects to contribute to enhancing the role of the Brokerage Team

Skills

Essential

- Excellent telephone manner and customer care skills.
- Excellent organisational skills.
- Must be able to use MS Word and Excel to a good standard.
- Competent in written and spoken English.
- Accuracy and attention to detail.
- The ability to deal with high levels of work-related pressure from deadlines, interruptions, or conflicting demands

- Dexterity, co-ordination, or sensory skills, where there is some demand for precision and speed in the use of these skills, e.g. the general use of a computer during the working day.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems
- Demonstrable ability to use own judgement and creativity to assess complex issues

3. ORGANISATION

(i) Post Manager

This post is managed by the Brokerage Team Line Manager

(ii) Main contacts, both internal and external

The post holder will have contact with internal colleagues, managers, Service Users and/or families/representatives and external partner agencies.

4. STANDARD RESPONSIBILITIES

Supervision of staff

The post holder will have limited or no direct responsibility for supervision, direction, co-ordination of other employees. The post holder may have to demonstrate own duties or provide advice and guidance to new employees or others.

Responsibility for people

The post holder may have considerable direct impact on the well-being of individual, or groups of, people through either a) an assessment of their needs and implementation of appropriate care or welfare for those who are reliant on the job holder for their basic needs or b) implementing regulations which have a direct impact on the health, safety or well-being of people.

Responsibility for finance

The post holder will have considerable direct responsibility for financial resources. The work regularly involves either:

- a. accounting for large sums of money, in the form of cash, cheques, direct debits, invoices or equivalent, where care, accuracy and security are important or:
- b. being accountable for considerable expenditures from an agreed budget or equivalent income. The responsibility may include contributing to the setting and monitoring of the relevant budget and ensuring effective spend of budgeted sums.

Responsibility for physical resources

The post holder will have some direct responsibility for physical resources. The work involves either:

- (i) handling and processing of manual or computerised information where care, accuracy, confidentiality and security are important or
- (ii) careful use of very expensive equipment

5. EMOTIONAL DEMANDS

The post involves contact with other people (other than immediate work colleagues) which through their circumstances or behaviour occasionally place emotional demands on the job holder.

6. PHYSICAL DEMANDS

Tasks or activities are undertaken mainly in a sedentary position, and allow for considerable flexibility of movement. There may be limited requirements for standing, walking, bending, or stretching; or an occasional need to lift or carry items.

7. WORKING CONDITIONS

The post holder will deal with some exposure to disagreeable, unpleasant or difficult people related behaviour, arising in the course of the work both by telephone and occasionally face to face.

8. WORKING ENVIRONMENT

- The post holder will be predominantly office based but may be required to work from other council premises.
- Normal office hours will apply but flexibility is necessary for any work that extends outside of normal office hours.