



Job Profile

JOB TITLE:	Brokerage Officer
GRADE:	SO1
POST NO:	Various
JOB TIER:	5 (non-management)
DBS / ISA CHECK:	Enhanced
GROUP:	Social Care
SERVICE:	Provider & Commissioned Care

REPORTING STRUCTURE

Reports to:	Team Leader for Brokerage and Direct Payments
Direct Reports:	none
Indirect Reports:	none

A. Job Description

MAIN SCOPE OF JOB:

- To provide a Brokerage Service to ensure the effective purchasing of care arrangements as detailed in agreed authorised care packages from needs led assessment
- To maintain detailed records and systems for monitoring vacancies, allocations and placements across Social Care
- To negotiate fees in conjunction with advice and support from the Contracts Department, Finance and Team Manager/Service Manager
- To negotiate regarding potential delayed discharges with the hospitals
- To work with parents and carers, bringing together various agencies and implementing the statutory duties and responsibilities as set out in the Children's Act (1989), Children and Adoption Act (2002) and Children Act 2004

MAIN DUTIES:

- To purchase Home Care hours in accordance with the stated needs as identified and outlined on the Care Plan
- To purchase Residential or Nursing Care Placements, including Respite Care in accordance with the stated needs as identified and outlined on the Care Plan
- To ensure that appropriate level of care provisions are available to the Emergency Duty Team (EDT) including beds and home care hours
- To ensure that block Contracts are utilised to their optimum levels
- To be responsible for developing and maintaining effective booking systems for respite care, permanent placements for residential and nursing, home care packages and other services
- Maintaining a resource allocation service, which ensures the provision of high quality, cost effective placements and support packages for vulnerable children and young people, through close liaison with front line staff, senior managers and external providers. Placements and support packages need to meet the holistic needs of the children across education, health and social care.
- Managing a workload consisting of children requiring short notice and planned residential placements/support packages with external providers.
- To assist in the development of transformational services within the brokerage team

- To ensure that all customers, including self funders are discharged from hospital within the specified timescales to avoid delayed discharges, and provide them with appropriate information
 - To ensure that all customers are provided with services as detailed in the Care Plan supplied by the Social Care or In-house Provider Services Reablement Team
 - To ensure that customers are aware of fees and charges
 - To ensure that the care purchased is in accordance with the customers choices and authorised as within budgetary limits by Social care
 - To meet the performance standards of Social Care for quality and best value
 - To ensure that data bases, IT systems and monitoring information is maintained and up to date
 - To produce reports on data and information as requested by the Team Leader or Management
 - Arranging appropriate and timely transport ensuring correct services are provided that meet individual needs, e.g. via the London Ambulance Service or in-house passenger services
 - To ensure that good working relationships are developed and maintained with internal and external partners, staff and providers
 - To ensure that there is effective liaison and communication between partners, providers customers and the Brokerage Team including information to be provided to customers regarding their service package, including start times/dates and general information
 - To ensure effective transition from Panel authorisations to purchasing care packages
 - To liaise with finance and ensure that all financial requirements are met
 - To monitor, track and report any issues of concern including complaints through the appropriate channels to ensure quality services are provided
 - To ensure that services brokered and completed in a sensitive manner
 - To undertake any other duties commensurate with the grade of the post.
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B. Person Specification

Brokerage Officer

This person specification will be used for recruitment to the **Brokerage Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to Degree level or possess equivalent experience.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
none		
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in Social Care or Health in office based role.	✓	
Experience in commissioning care in line with the transforming care agenda	✓	
Have proven and relevant experience in understanding data analysis and performance tracking	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Good knowledge of current legislation, regulation, and associated policies within Children's Social Care.		✓
Have strong financial awareness and be able to assess the commercial viability of data analysis and information	✓	
Proven ability to use data and information in order for use in influencing and negotiations with suppliers and contractors.	✓	
Can identify opportunities to successfully challenge and drive commercial benefits to the Council	✓	
Has excellent organisational skills and superior attention to detail	✓	
Proven ability to analyse and present information and findings to internal and external stakeholders effectively.	✓	
Strong experience in IT systems (eg. Oracle, Microsoft packages, databases) at an intermediate level.	✓	
Have excellent written, verbal and interpersonal communications skills and the ability to interact comfortably, both internally and externally	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	