

**Job Description & Person Specification**

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| **Post Title** | Brokerage Team Leader | | | | |
| **JE Reference** | W585 | **Grade** | F | **SCP Range** | 23-25 |

**Reporting line:**

# **Job Purpose:**

To manage the Brokerage Team who are responsible for arranging the most cost-effective personal care and support packages on behalf of social care practitioners. To manage performance and delivery of the brokerage function, proactively identifying opportunities for service development and improvement.

# **Relationships:**

**Accountable to:** TBC Service Manager

**Accountable for:** Brokerage Officers and Business Support Officer

**General Contacts:** The post holder will interact on a regular basis with Social Care Practitioners, Commissioning, Adult Care Finance, Service Providers including voluntary and community sector organisations and Direct Payment Support Services.

# **Key duties and responsibilities:**

1. To line manage the Brokerage Team, including providing advice, guidance and regular supervision and appraisal in line with directorate policy.
2. To be responsible for work allocation and performance monitoring across the team to ensure care packages are sourced in a timely and cost-effective way.
3. To act as a central point for arranging individual care packages and placements that meet identified needs and improve outcomes in the most cost-effective way.
4. To develop and maintain close working relationships with health and social care practitioners; service providers; commissioning, contract management and procurement teams; and external partners such as the Clinical Commissioning Group.
5. To be aware of and ensure compliance with relevant legislation or regulatory requirements.
6. To develop and implement brokerage practice and procedures, including design and delivery of training to relevant staff and teams.
7. To develop and maintain effective management information systems, analyse data and produce management information reports that drive service improvement, identify gaps in the market and inform market development.
8. To assist commissioning colleagues in managing capacity and demand across the commissioned service sector.
9. To ensure the team maintains up to date case records and monitoring systems in line with the Council’s Information Governance Policy.
10. To develop and promote brokerage functions, proactively identifying opportunities for service improvement.
11. To attend and contribute to single and multi-agency meetings relating to placements and care packages where required.
12. To report potential safeguarding adults and children issues/concerns using existing procedures.
13. To collaborate with all appropriate officers to work towards achieving the directorate’s business and service objectives within the post holder’s area of responsibility.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post.
2. To ensure that the Council’s corporate Health & Safety policy is followed, and training is undertaken in all pertinent health and safety procedures.
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal.
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner.
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives.
7. To ensure the highest standards of customer care are always met.
8. To ensure the principles of value for money in service delivery is fundamental in all aspects of involvement with internal and external customers.
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare adults and ensure that it is recognised that safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to adults who may be in need of safeguarding.

**Last Updated:** March 2021 **Author:**  Laura Watson

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| **POST TITLE** | **GRADE** |
| Brokerage Team Leader | F |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Experience in health or social care * Management experience * Performance management and business planning * Working effectively as part of a team. * Using own initiative and prioritising/allocating work to a team * Developing and implementing standard operating procedures/guidance |  | A, I, R, P |
| **SKILLS AND ABILITIES** | * Excellent written and verbal communication skills * Excellent interpersonal skills * Good recording and report writing skills, with an attention to detail * Proven ability to work effectively on own initiative * Good organisational skills with a proven ability to work under pressure and meet deadlines * Good numeric skills with the ability to process, analyse and present data quickly and accurately. * IT literate, proficient in MS Office applications, including Word and Excel, and confident using web based applications * Ability to interpret complex regulations and explain/apply them rigorously and accurately * Ability to develop creative solutions to solve complex problems * Ability to develop positive working relationships with social care clients, practitioners, colleagues and external partners | * Knowledge of local care and support market * Experience using a case management system such as Casebook or Protocol | A, I |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * NVQ Level 4 or equivalent experience in a relevant role * Knowledge and understanding of the assessment and care management process and the principles of personalisation * Knowledge of social care and underpinning legislation (for example the Care Act 2014 or the Mental Capacity Act 2005) * Knowledge and understanding of commissioning and/or contract management | * A graduate qualification or equivalent * Management qualification | A, I, R, P, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement * Ability to participate in and contribute to the supervision and appraisal policy. | * Evidence of own continuous personal and professional development | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE