

Grading

Job Description and Employee Specification

<u>Job title:</u> Care Sector Brokerage Support Officer	<u>Service area:</u> Adults and Health
<u>Post number:</u>	<u>Division:</u> Safeguarding & Assurance
<u>Grade:</u> Grade 4	<u>Section/team:</u> Care Sector Development Team
<u>Overall purpose of job:</u> To provide brokerage of regulated services following assessment by case management teams that adhere to agreed processes. To ensure systems are updated and completed appropriately. To support the contract management of providers. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Under supervision provide brokerage of regulated services following assessment by case management teams that adhere to agreed processes. 2. Checking service requests are correctly completed and supporting members of the social work teams as required to ensure all required information is provided and due processes are followed 3. Negotiate with providers and members of the social work teams regarding the final details of the service to be delivered. 4. Ensure all information is accurately recorded on electronic/manual records eg.(care first). All communication to be dealt with in a timely manner and forwarded to others as necessary. 5. Participates in team meetings, supervisions and appraisals taking responsibility for own continuous professional development. 6. Develops updates and maintains recording and monitoring systems, produce spreadsheets, charts, presentations and documents. 7. Maintains manual and electronic recording systems to meet internal and external financial requirements. 9. Undertakes general clerical duties in support of the service and manages administrative functions. 10. Uploading documents onto relevant procurement platforms and	

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supports mini competition award processes.

11. Use North Lincolnshire Council's IT systems to input data, create and manage spreadsheets, word process letters and reports from written drafts, including work of a confidential nature.
12. Acts as an ally to ensure an inclusive working environment

Knowledge, skills and experience:

- NVQ Level 2 in a relevant subject or equivalent knowledge, skills and experience.
- Competent in compiling information and using a variety of information systems, particularly proficient in excel.
- Excellent verbal and written communication skills.
- Ability to manage a caseload.
- Experience of effectively organising and prioritising workload and the ability to adhere to deadlines.
- The ability to understand Adult Social Care and central functions including children's, health, commissioning and partnerships.
- Negotiation skills.
- Ability to problem-solve using a variety of techniques.
- Ability to work on own initiative and as part of a team.
- Good interpersonal skills with the ability to engage with a diverse range of providers
- Knowledge of operational administrative support systems and quality assurance systems.
- Ability to follow policies procedures and practices.
- Well-developed knowledge of I.T. applications/software and well developed skills in IT, including inputting statistical information and checking spreadsheet formulae.

Creativity and innovation:

- To assist with identifying gaps in service provision; seek creative solutions and influence the development of the local market through the collation and interpretation of management information, and in conjunction with the Provider Development Team

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- Under supervision, identify any trends and themes regarding brokerage placement delays, and establish solutions with internal and external partners.
- Design and presentation of reports following collation of statistical information
- To identify any areas where efficiencies might be achieved and recommend solutions

Contacts and relationships:

- Daily; work with a range of Health and social work professionals internal and external to enable the brokerage of appropriate services.
- Daily: contact with internal and external partners / agencies to agree packages of care and to participate in appropriate partnership working.
- Weekly; Contact with external agencies and providers in order to maintain develop and promote good working relations, broker support, and contract manage.
- Weekly; Contact with wider team members eg peers and across adult services to the fulfilment of job roles, sharing and providing information as required.

Decision making:

- Decides when to highlight changing circumstances to the line managers, adhering to reporting mechanisms and line management structure.
- To work within established policies and procedures deciding when to seek further advice from line manager as necessary.
- To make decisions in relation to sourcing providers ensuring outcomes and value for money are achieved.
- Pro-active in determining the most appropriate course of action in the event of deadline issues and the associated impact on the workflow.
- Responsible for ensuring efficient and effective service delivery (finance, system development, Health & Safety)

Responsibility for resources:

Financial resources:

None

Physical resources:

- Sole responsibility for laptop and mobile phone with a combined value of £850, working away from contractual base approximately 20% of contracted hours.

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WORK ENVIRONMENT

Work demands:

- Works to a number of short- and long-term deadlines. Required, with supervision to balance a range of conflicting demands from a variety of different agencies with the need to regularly re-prioritise.
- Working with external partners and organisations means priorities may differ, and planned work may be interrupted due to changing circumstances.
- Uses initiative in ensuring that large volumes of work are correctly processed and prioritised.

Physical demands:

- No specific physical demands

Working conditions:

- Both agile and hybrid working is supported across the service with a requirement to attend the office base as requested.

Work context:

- Minimal Risk

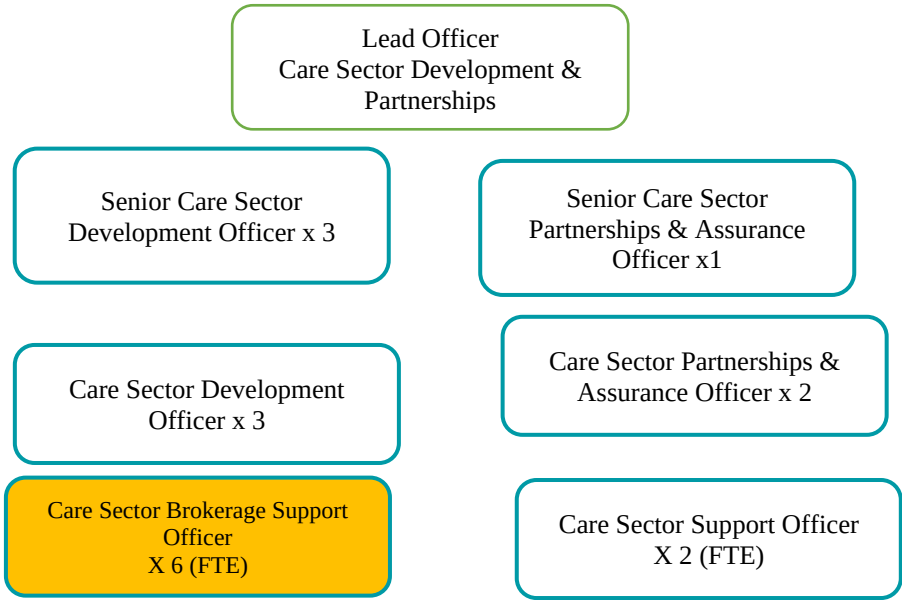
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Position in organisation:

Indicate how many staff the post is directly accountable for:

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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Excellent verbal and written communication skills. - Well-developed knowledge of I.T. applications/software and well developed skills in IT, including inputting statistical information and checking spreadsheet formulae. - Competent in compiling information and using a variety of information system eg. Word processing, data bases and email. - Ability to understand Adult Social Care and central functions including Children's, Health, commissioning and partnerships - Negotiation skills. - Ability to work on own initiative and as part of a team - Ability to follow policies and procedures.	
Knowledge, Skills and Experience	Interview
- Ability to problem solve using a variety of techniques. - Knowledge of operational administrative support systems and quality assurance systems. - Experience of effectively organising and prioritising workload and ability to adhere to deadlines. - Ability to successfully manage a case load.	
Education, Training and Qualifications	Original documents
NVQ Level 2 in Business Administration or equivalent knowledge, skills and experience.	
Working Arrangements	Interview
Ability to transport self around North Lincolnshire	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
Successful brokerage experience	
Knowledge, Skills and Experience	Interview
- Experience of managing a case load. - Sound knowledge of Adult Social Care	
Education, Training and Qualifications	Original documents
NVQ Level 3 or higher in a relevant subject	
Working Arrangements	Interview

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THE POST IS SUBJECT TO:
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974
Yes ☐ No ☒
Political restriction
Yes ☐ No ☒
The ability to speak fluent English under the Immigration Act 2016
Yes ☒ No ☐

- **Version Control**

Author	HR Policy Team
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