

Northumberland County Council

JOB DESCRIPTION

Post Title:	Broker (Contracts & Commissioning)	Director/Service/Sector:	Adult Services	Office Use
Band:	4	Workplace:		JE ref: 4226
Responsible to:	Brokerage Manager	Date: September 2022	Lead & Man Induction:	HRMS ref:

Job Purpose:

To undertake the brokering of care services for Adult Social Care service users with assessed eligible care needs ensuring effective management of the Adult Commissioning Budget
To develop consistent, responsive, productive relationships with providers, Care Management and managers.

To support hospital teams with timely discharges across Northumberland

To use a range of Brokerage and data information systems which will help inform commissioning decisions and support the contracting function.

To ensure that Brokerage and contractual related tasks/procedures are followed at all times.

Resources	Staff	Provides advice and direction to multiple teams Will be required to advise, train, mentor and coach members of staff within the team. Will assist with guidance and training of staff both internal and external from time to time.
	Finance	Responsible for arranging financial care packages. Responsible for arranging and implementing any changes to financial care packages on the financial system To ensure data information systems which will help inform commissioning decisions and support the contracting function are used correctly and kept up to date
	Physical	To operate key corporate systems particularly finance systems to ensure that service needs are met. Careful use of allocated tools and equipment including a PC and tablet Input and maintain client and key financial data and information. Data entry, text processing, storage of data, occasional requirement to develop or create reports
	Clients	To arrange individual care packages as required. To respond to enquiries and issues from care managers, providers as appropriate.

Duties and key result areas:

1. To assist in the delivery of a brokerage service negotiating individually adapted and costed packages of care and support following assessment by Care Management or self-assessment and agreement of a support plan.
2. Broker services for a wide range of vulnerable adults including clients assessed as having Physical Disability, Dementia, Learning Difficulties and Mental Health issues with a range of services
3. To operate agreed Brokerage procedures for the transparent, fair and equitable allocation of work to care providers.
4. To liaise with Care Management / Social Work teams, Contracts and Commissioning colleagues and care providers to set up and terminate care packages and placements.
5. Respond to and action all emergency requests ensuring safety, health and well-being to the individual is priority
6. Ensure specific clients' needs (i.e. Cultural / religious / language) are met by the proposed provider of care.
7. To ensure that the needs of individual users and carers are central to the construction of support packages.
8. To undertake all processes in a timely, efficient and courteous manner, maintaining effective relationships with all key stakeholders including Care Management / social work teams, service providers and other relevant parties.
9. To ensure that packages are arranged in a timely manner to avoid delayed discharges and any unnecessary payments
10. Ensure all appropriate documentation is raised and communicated within timescales to achieve delivery of care provision and, subsequently, provider payments

11. To work in accordance with the Councils contracting regulations and Contract Standing Orders, within the Council's Policies and Procedures, and contribute to work in relation to contract compliance.
12. Direct contact on a frequent basis with external registered managers of care services, independent and voluntary sector organisations.
13. To build and maintain partnership working on issues of quality, availability and development within the care market place
14. Liaise with Contracts and Commissioning Team colleagues in the monitoring of care contracts, alerting them of good and poor practice; and any relevant information around issues of quality and contract compliance of all care providers in order to achieve Best Value outcomes in the commissioning of care.
15. To maintain a good working knowledge of service provision throughout the County and surrounding areas
16. To keep up to date with legislation changes that affects the brokering of care and implement as required.
17. To provide support, advice and information to care managers, providers and other stakeholders and seek innovative and imaginative care solutions for clients with complex and multiple needs.
18. Keep accurate records of work undertaken to assist the Brokerage Manager in collating statistical information, contributing to the Commissioning Teams future analysis of care provisions required.
19. To maintain management and financial information systems and provide regular reports identifying trends and proposing solutions where problems are identified.
20. To ensure management and financial information systems are maintained and regularly updated.
21. Manage and operate information systems such as service, client records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use.
22. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed.
23. Provide support for specific professional, service led or high profile projects as directed.
24. Respond to more complex or detailed enquiries both verbally and in writing.
25. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine or contentious issues.
26. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

Work Arrangements

Transport requirements:	Occasional need to travel to other service locations, attend training etc.
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.

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PERSON SPECIFICATION

Post Title: Broker (Contracts & Commissioning)		Director/Service/Sector:	Ref: 4226
Essential		Desirable	Assess by
Qualifications and Knowledge			
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in a business related discipline Knowledge and understanding of the work of social services and the services provided Good knowledge of administrative and Brokerage procedures and related systems		NVQ Level 4 or equivalent in a business related discipline.	
Experience			
Considerable experience in a similar role covering a broad range of support tasks and procedures Previous experience of effectively communicating with a range of organisations/providers/people Experience in using office applications on a personal computer.		Experience of the directorate's services. Experience using Microsoft Office. Experience using Swift financial systems	
Skills and competencies			
Ability to form positive relationships with Providers and colleagues. Able to quickly and accurately manipulate numerical data using arithmetic functions. Ability to organise self and work without constant supervision. Skilled in using office applications on a personal computer. Able to apply technology in new work-related situations. Able to follow instructions and procedures without constant supervision. Works in a systematic and orderly manner. Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment. Ability to work within clear policy of Confidentiality Ability to communicate confidently, sensitively and effectively Ability to operate effectively as a member of a team/network. Ability to communicate effectively with people at all levels		Advanced skills in Microsoft Office.	
Physical, mental, emotional and environmental demands			
Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. To be able to meet the physical requirements of the post and to be able to work under pressure caused by significant workloads and rigid deadlines. Ability to maintain enhanced concentration for frequent lengthy periods of time. High personal standards of integrity and probity. Ability to demonstrate resilience and emotional intelligence. Occasional exposure to distressing or emotional circumstances in dealing with family and care circumstances A calm and even temperament and tactful and diplomatic as dealing with sensitive issues Some exposure to working outside normal office hours as necessary. Flexibility in carrying out duties.			
Motivation			

A commitment to providing a high quality service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude. Willingness to undertake any appropriate training and development as required for the role Ability to work to challenging deadlines		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits