

ROLE PROFILE AND PERSON SPECIFICATION

Job Title:	Placements and Brokerage Officer
Department:	RESOURCES
Division:	COMMISSIONING & PROCUREMENT (C&P)
Grade:	Grade 8
Hours (per week):	36
Reports to:	Placements and Brokerage Managers, Adults Placements & Brokerage
Responsible for:	No direct reports.
Role Purpose and Role Dimensions:	<p>Provide an efficient and effective Placements and Brokerage service on behalf of adult social care for all adult service user groups, including procurement, delivery and quality monitoring.</p> <p>Build and maintain relationships with all partners in the adult social care sector to ensure positive, professional and business based services providing quality, safe and cost effective outcomes for service users.</p> <p>To participate in the Living Independently for Everyone (LIFE) re-ablement care and support contract.</p> <p>To participate in the Brokerage service working in conjunction with the allocated re-ablement LIFE provider and the 2 hour care delivery time.</p> <p>Ensure safe transfer from hospital discharge into the LIFE service.</p> <p>To participate in and contribute to operational and commissioning projects as required.</p> <p>To provide expert knowledge on appropriate placements to social care professionals.</p> <p>To identify and secure placements in a prompt and timely manner, ensuring value for money.</p> <p>To provide reports on placements/brokerage and commissioned services for the purposes of strategic planning.</p>

Commitment to Diversity:	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
Key External Contacts:	Services users and their relatives/advocates; external care providers /agencies; other Local Authorities; Third Sector and Partner organisations; contractors and suppliers; GP's and all relevant Department of Health & Social Care professionals including the hospitals; the Care Quality Commission
Key Internal Contacts:	Social Workers; Safeguarding and Case Management Teams; Data Reconciliation Team; Operational Finance Teams; Complaints Team; Commissioners, Contracts and Quality Team.
Financial Dimensions:	<p>Work within agreed Adult Social Care budgets keeping control of service costs.</p> <p>Monitor, identify and report any requests for services which cannot be provided with agreed resources.</p> <p>Provide cost effective proposals for services based on support plan information to support Social Workers.</p> <p>Negotiate specialist rates for complex care packages.</p> <p>Identify out of borough providers and negotiate cost effective rates in line with best value.</p> <p>Record all commissioning requests accurately and promptly on the Case Management and Finance systems enabling the billing team to ensure service users are charged and monies retrieved/collected in a timely fashion.</p> <p>Contribute to the development and maintenance of any future financial and service management systems.</p> <p>Negotiate fees with providers for care placements on behalf of the council.</p>
Key Areas for Decision Making:	<p>Responsibility for ensuring the cost effective placing of care packages within agreed contract rates and negotiating best value where no formal agreements exist that meet the budgetary requirements and targets of the council.</p> <p>Ensure that National Care Standards are met and maintained by providers, enforcing changes to policy or procedures where they are not fit for purpose.</p>
Other Considerations:	<p>Ensure commissioning colleagues provide up to date accurate information to include support plans and risk assessments enabling a safe and appropriate service to be delivered.</p> <p>The post holder may be required to work and travel in and around Croydon area and may at times be required to visit care homes.</p>

The post holder has a personal duty of care in relationship to equipment and resources.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by the job lead.

That the officer will be expected to work on a rota which will include regular working on Saturdays and on Sunday/Bank Holidays when demand is needed

Yes

Is a satisfactory disclosure and barring check required?

What level of check is required?

Standard DBS

Is the post politically restricted?

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
Key Accountabilities and Result Areas:**

No

Key elements:

This will involve:

- Provide and monitor the placements and brokerage service to standards agreed with the commissioners and the requirements of the Care Quality Commission.
- Provide a high quality placements and brokerage service operating with up to date statutory regulation and government guidance.
- To collate, prioritise and process all referrals against agreed timeframes and to resolve any difficulties that may arise, referring to line manager as necessary.
- To undertake placement/brokerage searches, log referrals to providers and open fee negotiations with spot providers as appropriate.
- To complete all commissioning tasks required on the Case Management and Finance systems.
- Have a full knowledge of all Placements and Brokerage team processes to ensure a safe service is delivered at all times.
- Working closely with the operational finance, income and the accountancy sections as required.
- Create good working relationships with providers to facilitate a care market that produces an effective and equitable outcome for the service user, London Borough of Croydon

and the provider.

- To build and maintain supportive and productive working relationships with a diverse group of professionals.
 - Ensure that the requirements of Health and Safety legislation and local protocols, including Multi Agency Adult Safeguarding policy and procedures are carried out by providers.
 - Negotiate and agree modifications to packages with providers within parameters agreed with commissioners and to ensure that users are re-referred to adult social care when their care needs change.
 - To implement and support ongoing programmes of monitoring, audit and inspection of Placements and Brokerage service.
 - To ensure that all contracts are fully utilised and feedback provided to contract managers and monitoring officers
 - To provide activity reports for the purpose of contract, business and performance monitoring meetings.
 - Support in the development of monitoring processes, standards, tools and systems.
 - To attend meetings as requested by the senior officers.
 - Provide relevant information on complaints received within the department ensuring a satisfactory resolution is established in line with the London Borough of Croydon's Complaint Procedure. Record outcomes for performance and statistical purposes using IT systems including SharePoint and relevant databases.
 - Work in partnership with the Contract and Quality Unit Team Support completion of reports for Contracts and Quality Unit Team to assist in contract monitoring as and when required to ensure a safe service is delivered to a high standard.
 - To contribute towards the successful sourcing of packages of care/placements in accordance with assessed needs and the requirements of the Council, ensuring that expenditure is accurate and controlled.
- Green Commitment**
- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials

Maintain communications and information sharing ensuring appropriate liaison and consultation with relevant parties

This will involve:

- To provide prompt and accurate advice/data to a range of professionals and to undertake tasks that work towards profiling current and future trends.
- Liaise and consult with a wide range of service user's/carers about service user issues to enable the development of the services that are responsive and sensitive to user's existing and increasingly dependent needs over time.
- Maintain effective, supportive and productive communication with colleagues both within and outside the department including other organisations/providers about the needs of the service user's, service delivery, development and strategies.
- To provide induction/training for new team members within Placements and Brokerage and participate in induction of Social Workers/Care Managers.
- Maintain and contribute to management information systems as required for external validation and Government statistical returns.
- Raising safeguarding alerts and providing evidence to safeguarding investigations.

Data Protection

- Being aware of the Council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and systems in accordance with Council procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to, and use of, the Council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in their services to the community and in the employment of people. They expect all employees to understand, comply with and promote such policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health and Safety, as well as that of colleagues, service user's and the public.
Employees should co-operate with management, follow established systems of work, use protective equipment and report defects/hazards to management.

Contribute as an effective and collaborative team member

This will involve:

Participate in training to demonstrate competence.

Undertake training as required for the role.

Participate in the development, implementation and monitoring of service plans.

Championing the professional integrity of the service.

Person Specification

Job Title: Placements and Brokerage Officer, Commissioning and Procurement – Resources Department

Area	Essential	Desirable	Assessment
Qualifications and Experience			
Degree Level or equivalent professional qualification or equivalent workplace experience	✓		A/I
Knowledge and Experience			
Demonstrable experience an understanding of equalities matters in relation to service provision	✓		A/I
Advanced experience and understanding of good practice in relation to care services including; health and safety, medication management, manual handling, COSHH, fire safety	✓		A/I
Direct experience of supporting complaints investigations	✓		A/T
Experience and understanding of adult social care operation and working with care service providers	✓		A/I
Experience/understanding of social care assessments and care planning and working with service providers.	✓		A/I
Experience of developing and operating quality assurance, Outcome and performance systems	✓		A/I
Understanding of relevant regulatory social care CQC national minimum standards and knowledge of legislation relevant to the purchase and provision of social care e.g. Care Act 2014.		✓	A/I
Demonstrate experience on appropriate placements to service providers and social care professionals, identifying and securing placements in a prompt and timely manner, ensuring value for money.	✓		A/I
Demonstrable experience of excellent negotiating skills unpinning understanding of Local Authority funding, contracting and/or accreditation processes	✓		A/I
Thorough knowledge of computerised administration systems; IT systems, databases, use of spreadsheets and statistical software packages, sound administrative, organisational and financial skills	✓		A/I

Skills and Abilities			
Good interpersonal skills to support working in partnership with service users and their carers, care providers and their staff and a range of professionals	✓		I
Ability to negotiate with stakeholders internally and externally.	✓		A/I
Ability to communicate effectively - both verbally and in writing. With good interpersonal skills to support working in partnership with service users and their carers, care providers and their staff and a range of professionals	✓		A/I/T
Able to prepare reports and assist in the drafting of specifications setting out service standards	✓		A/I
Ability to work on own initiative with minimum supervision, to prioritise own workload, flexible and adaptable to change, effectively prioritise and manage own workload within a demand led service with conflicting deadlines.	✓		A/I
Able to develop the team's own ability to analyse issues and problems	✓		A/I
Ability to develop monitoring systems and processes and organise and manage monitoring schedules.	✓		A/I
Ability to problem solve and provide guidance to service providers, service users and Council staff	✓		A
Evidence of sound administrative, organisational and financial skills.	✓		A/T
Able to plan and coordinate the work of a busy team	✓		I
Personal Qualities			
Be physically capable of travelling around the Borough.	✓		A/I
Be able to work flexible hours, including meetings and visits outside of normal office hours.	✓		I
Assessment will take place with reference to the following information A=Application form I=Interview T=Test C=Certificate			