



Community Resource Officer

Salary:	£32,076 - £33,945
Pay Band:	NNCBAND05
Working Hours:	37 hours per week
Service Area:	Adult Social Care
Responsible to:	Community Resource (Brokerage) & Payments Team Manager

Main Purpose

To commission social care packages on behalf of the Council in accordance with the Care Act 2014 and Council policy. To develop and build strong relationships and act as the key contact for care providers to maximise provider engagement and care package agreements.

To provide quality assurance to social care requests using a strength-based model. Where needed to challenge refers to ensure that peoples independence is maximised.

To provide an effective, person focused support service to internal and external colleagues, to be responsive and a pro-active communicator

To ensure an integrated approach to commissioning services through assisting with the implementation of new technologies, methodologies and processes that meet the needs of service users, partners and colleagues.

Role Responsibilities

- Responsible for the prompt and accurate brokering of care packages, ensuring financial regulations and statutory obligations are met through internal governance.
- To act as the lead officer in cost effective care packages through innovate and adaptable processes, to be creative in designing support using a strength-based approach.
- Investigate, respond to and resolve service requests and queries ensuring operational service priorities are met through ownership, adhering to agreed service standards, legislation and guidance and according to operational procedures. Respond and report to complaints and potential safeguarding issues in accordance with the relevant procedures.
- To undertake work as part of the commissioning cycle, attending provider events and collaborations.
- Support system implementations including conducting system testing and delivering training to staff on new system processes.
- Where required, work as part of a duty system and have a lead responsibility for social care cohort and locality.
- Provide training and support to colleagues across the local authority, attending team meetings and workshops.
- Work collaboratively on projects that support developments and improvements for the Community Resource Team in a professional and positive way.
- Respond and manage the flow of referrals, responding and managing based on risk and priorities. Manage own workload processing high quality information/data accurately and in a timely manner, ensuring that case notes are made and recorded to a high standard.



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- To attend and contribute to Individual outcome meetings, strategy meetings and safeguarding reviews, offering service provider information and guidance.
- Inputting and collating information and data to ensure accurate records are maintained. To work within the legal guidance of procurement and local policy.

Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Safeguarding Commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.



Person Specification - Community Resource Officer

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Educated to GCSE level, NVQ Level 3 or experience gained in a similar or related working environment.	Business & Administration or Finance. Adult or children's Social care
Experience and Knowledge	<p>Demonstrate an understanding of the Care Act 2014 relating to assessment of need and commissioning activities.</p> <p>Excellent IT skills with good knowledge of Microsoft Office applications, data management and record keeping</p> <p>Demonstrate an understanding of social care markets, the voluntary sector and how they operate, responsively for social care services.</p> <p>Demonstrate an understanding of social care processes, including strengths based working.</p> <p>Experience of working in a social care setting and /or commissioning / brokerage setting, demonstrating the ability to work independently, at pace in a busy environment and being able to prioritise work load.</p> <p>Proven experience of conflict resolution, negotiation and diplomacy skills.</p> <p>Experience of working in in a fast-paced environment, managing sensitive to information that is shared about individuals.</p>	
Ability and Skills	<p>High level literacy. Ability to write clear and concise reports. High level of numeracy skills to calculate the cost of care packages, breakdown of cost percentages and budget forecasting.</p> <p>Ability to work with internal and external stakeholders, challenging and negotiating where funding is required.</p>	



ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
	<p>Ability to influence and negotiate with care providers around care need and cost of care in order to deliver the best outcomes.</p> <p>Underpinning knowledge and understanding of national legislation, policies and guidance and to ensure processes remain compliant with national requirements, including regulatory bodies.</p> <p>Ability to process data and financial information related to the commissioning, Brokerage and quality of Services to support the production of management reports.</p>	

Equal Opportunities

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Safeguarding

Demonstrate an understanding of the safe working practices that apply to this role.

Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Health & Safety

Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

Disclosure Level

What disclosure level is required for this post?			
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Standard	<input type="checkbox"/> Enhanced	<input type="checkbox"/> Enhanced with barred list checks

Our Values and Behaviours

Our values define who we are and how we operate, by forming the foundation for how we interact with our customers, colleagues and provide our services. They are also at the forefront of our decision making and delivery and include:



Our Key Commitments

Our key commitments help ensure that the priorities we make, now and in the future, maintain the necessary breadth of focus in those areas that we believe matter most.

Our key commitments are:

- **Active, fulfilled lives:** We will help people live healthier, more active, independent and fulfilled lives.
- **Better, brighter futures:** We will care for our young people, providing them with a high-quality education and opportunities to help them flourish.
- **Safe and thriving places:** We will enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment:** We will take a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities:** We will ensure our communities are connected with one another, so they are able to shape their lives and the areas where they live.
- **Modern public services:** We will provide efficient, effective and affordable services that make a real difference to all our local communities.

Why choose us?

We offer a fantastic working environment including diverse and active staff networks, great flexible working opportunities and well as many other benefits, you will:

- Receive a generous annual leave allowance.
- Have access to our Employee Assistance Programme which offers a confidential service for employees and their families 24 hours a day / 7 days a week. The programme provides expert advice and counselling in areas such as finances, family and personal problems, work issues, health related problems, childcare and consumer rights.
- Join the Local Government Pension Scheme (LGPS), which is a tax approved occupational pension scheme with a generous employer contribution rate, immediate life cover and ill-health protection. Benefits are based on the length of your membership and final salary.

We are proud to be a recognised Disability Confident Employer and is committed to providing an inclusive recruitment process and will offer an interview to disabled applicants who meet the essential criteria for the role.

