



# North Northamptonshire Council

## Job Description

**Job Title:** Community Resource Officer

**Post code:**

**Grade:**

### Overall Purpose of the Job

To commission social care packages on behalf of NNC 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.

### Main Accountabilities

	<b>Main Accountabilities</b>
1.	Responsible for the prompt and accurate brokering of care packages, ensuring financial regulations and statutory obligations are met through internal governance.
2.	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.
3.	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.
4.	To undertake work as part of the commissioning cycle, attending provider events and collaborations.
5.	Support system implementations including conducting system testing and delivering training to staff on new system processes.

	<b>Main Accountabilities</b>
6.	Where required, work as part of a duty system and have a lead responsibility for social care cohort and locality.
7.	Provide training and support to colleagues across the local authority, attending team meetings and workshops.
8.	Work collaboratively on projects that support developments and improvements for the Community Resource team in a professional and positive way.
9.	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.
10.	To attend and contribute to Individual outcome meetings, strategy meetings and safeguarding reviews, offering service provider information and guidance
11.	Inputting and collating information and data to ensure accurate records are maintained. To work within the legal guidance of procurement and local policy.

### **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

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job;

Qualification Required	Subject	Essential/ Desirable
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	Essential

Minimum levels of knowledge, skills and experience required for this job

Knowledge Required	Essential/Desirable
Demonstrate an understanding of the Care Act 2014 relating to assessment of need and commissioning activities.	Essential
Excellent IT skills with good knowledge of Microsoft Office applications, data management and record keeping	Essential
Demonstrate an understanding of social care markets, the voluntary sector and how they operate, responsively for social care services.	Essential
Demonstrate an understanding of social care processes, including strengths based working.	Essential

Skills Required	Essential/Desirable
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	Essential
Ability to work with internal and external stakeholders, challenging and negotiating where funding is required	Essential
Ability to influence and negotiate with care providers around care need and cost of care in order to deliver the best outcomes.	Essential
Underpinning knowledge and understanding of national legislation, policies and guidance and to ensure processes remain compliant with national requirements, including regulatory bodies.	Essential
Ability to process data and financial information related to the commissioning, Brokerage and quality of Services to support the production of management reports.	Essential

Experience Required	Essential/Desirable
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.	Essential
Proven experience of conflict resolution, negotiation and diplomacy skills.	Essential

<b>Experience Required</b>	<b>Essential/Desirable</b>
Experience of working in in a fast paced environment, managing sensitive to information that is shared about individuals.	Essential

<b>Safeguarding</b>	<b>Essential/Desirable</b>
Recognise, respond and take action to any concerns about the safeguarding of individuals	Essential
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

### **Disclosure Level**

What disclosure level is required for this post?	<b>None</b>	Standard	Enhanced X	Enhanced with barred list checks
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### **Work Type**

What work type does this role fit into?	Fixed	<b>Flexible</b>	Field	Home
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