

Job Description

Job Title: Lead Broker (Adults)

POSCODE:

Grade: SO2

Overall purpose of the job

Leading the Brokerage Service functions across the domiciliary, residential and nursing care market. Ensuring robust and consistent process are embedded and maintained across all services. Working with social workers across both the Transfer of Care Teams (TOCT) as well as the Community Teams and all stakeholders to ensure an efficient response from providers and high quality cost effective services for the Service Users of Cambridgeshire.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	To be the senior broker within the service, reporting to the brokerage manager and managing a team of brokers.
2.	Develop and manage a consistent service across all acute and community hospital, home and care home settings providing support to the brokerage team
3.	Leading to ensure the effective use of available capacity, responding to service requests for the provision of care on a countywide basis
4.	Supporting and sustaining effective communication and collaboration between the Brokerage Team, local care providers, frontline Adult Support Co-ordinators (ASC), Transfer of Care Team (TOCT) Social Workers across adult social care and their managers
5.	Modelling best practice in care placement and seeking to continuously develop the business process to achieve a timely and customer focused approach to meeting the needs of people who require care to live as independently as possible in their own homes and in residential/nursing homes.
6.	Use of data management tools and systems to understand and share information on the supply and demand for Acute, Home and Community Support and placements in residential/nursing homes.
7.	Undertake the rationalisation process and actively seek out opportunities to make most efficient use of Block purchased provision, especially within block cars, block beds and interim provision
8.	Maintain and develop effective partnerships with local Provider's on a day to day basis to sustain confidence, trust and responsiveness. The Post Holder will liaise with care providers by telephone, email and letter on a daily basis and will be required to provide care Provider's with composite information on the care packages/placements required.

9.	Support Locality Teams to develop and sustain the value of Local Provider Forums to maximise the benefits to all partners ensuring that they are well planned and actions are recorded and implemented.
10.	Maintain accurate data to obtain and provide accurate statistical, financial, provider and management information. This will include information to enable management of care placements and intelligence of people awaiting care.
11.	Ensure that accurate case notes are created in our case management system (Mosaic) to concisely describe the action that has be taken to secure care provision for people on the pending list and escalate emerging themes from these records
12.	Ensure that requests for all care provisions are actioned efficiently, keeping to specific time frames and in accordance with Council policies and procedures, whilst taking into account information provided on wider system resilience when prioritising requests.
13.	Take into account information provided on wider system resilience when prioritising requests.
14.	Where an individual is receiveing homecare only, liaise with the service user and/or family to agree details of the package and ensure package information is loaded onto the system.
15.	Negotiate with providers to maximise use of available capacity and achieve best value.
16.	Use initiative and utmost discretion to prioritise workload, responding to urgent issues and ensuring that complex and sensitive items are dealt with appropriately
17.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

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

Qualifications Required	Subject	Essential/ Desirable
Educated to A level standard or relevant business specific NVQ level 3 with 4 years experience		E

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

Identify	Describe	Essential/ Desirable
Knowledge		
Knowledge of the role and purpose of independent sector organisations providing adult social care		E
Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages		E
Understanding of financial management, procedures and processes		E
Knowledge of budget management		D
Knowledge of Council policies & procedures		D
Experience of working in the public or care sector		E
Skills		
Empathetic to the needs of vulnerable adults		E
Ability to negotiate		E
Ability to influence people to achieve change and/or make improvements		E
Able to prioritise workload and complete in a timely manner		E
Able to consistently produce work of a high standard		E
Good interpersonal skills – able to communicate in a friendly, open and constructive manner		E

Evidence of ability to work on own initiative with minimal supervision		E
Commitment to continuous service, personal and role development		E
Ability to travel to a variety of locations across the county		E
Ability to use IT systems and electronic solutions to gather and analyse intelligence and information		E
Ability to grasp, assimilate and apply information and concepts quickly		E
Ability to order and analyse data relating to supply and demand for domiciliary care		E
Experience	Extensive experience in brokering of care across residential, CHC and domiciliary care	
Experience in using case management software as part of care and support planning and placement of care		E
Experience of a customer focused environment and the requirement for confidentiality whilst working with high confidential, sensitive or contentious material		E
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	E
	Ability to work in a way that promotes the safety and well-being of vulnerable adults.	E

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible x	Field	Home
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