



## Role Profile

<b>Job Title:</b> Broker, Adult Social Services	<b>Grade/ Level:</b> M	<b>Post Number:</b> BSN07
<b>Directorate:</b> Adult Social Care	<b>Job Family:</b> Commissioning	<b>Date Prepared:</b> Reviewed Dec 18
Role reports to (Job Title): Brokerage Manager		
<p>Job Purpose:</p> <p>To source solutions to meet individual's assessed support needs, working with social workers, care managers and providers to develop and deliver a cost effective support solutions to meet identified outcomes. Create an audit trail evidencing equitable treatment of accredited providers, administrate social care solution process.</p>		
<p>Key Accountabilities:</p> <ul style="list-style-type: none"> <li>• Develop and maintain working relationship with key stakeholder including accredited support providers, care management services, verification and finance. Work with these stakeholders to source appropriate care solutions</li> <li>• Source and negotiate cost effective, within means, quality solutions to meet service users' assessed needs</li> <li>• Maximise the use the contracted services through effective vacancy management, by reducing voids and working with services providers to be flexible and providing value of money services</li> <li>• Support services users' and their families to exercise choice and make informed decisions</li> <li>• To work with Commissioners and the Contracts Team to identify gaps and capacity pressures, in the local support market</li> <li>• Set and maintain accurate and up to date service user records using the social care systems</li> <li>• Be aware of Swindon Borough Council Safeguarding Policy and procedures, understand how and when to raise safeguarding alerts. Support Safeguarding team with safeguarding investigations</li> <li>• Support the contract and monitoring officers to quality assure providers and investigate complaints</li> <li>• Support social care teams with service user reviews through the provision of services details and any quality assurance issues</li> <li>• Ensure accuracy of finance data recorded on social care systems to support effective budget management. Enter any variation in services to allow accurate provider payments</li> <li>• Work with financial assessment to ensure service users are charged correctly</li> </ul>		

- Set up service packages ensuring the provider meets regulatory requirements, ensure any risk are managed
- Support timely hospital discharges, through use of short term support solutions
- Work with social care staff to reduce delayed discharges from acute trusts, by prioritising discharges
- Work with verification and managers to ensure funding is agreed prior to sourcing services, ensuring values for money solutions

Job Scope: No & type of jobs Managed:

Job Scope:

Budget: None

Knowledge & Experience:

- Relevant experience of working within the social care or health care, or customer facing service sourcing, negotiating and developing solutions
- Literate numerate equivalent level 3 or equivalent work experience
- Experience of managing conflicting priorities and demands in a customer facing services
- Experiences in maintaining effective electronic records adhering to data protection regulations
- A good understanding of social care services and their providers

Decision Making

- Decision making responsibility will include decisions around placement of packages of care, which will include best value relating to both quality and cost.
- To ensure the provider is able to meet the service user's needs, negotiate and seek additional decisions if required
- Decide which providers are able to support the service users
- Prioritising workload to ensure all service users and self funders receive information and assistance in a timely manner.
- Negotiate service packages, and costings
- Ensure service packages adhere to the SBC living within means policy, escalating matter costs over and above agreed rates to Commissioners
- Awareness of when to escalate to Senior Officers
- Able to evidence equitable treatment of accredited service providers

Skills and Abilities:

- Ability to keep up-to-date with new and relevant legislation

- Ability to communicate effectively with care management service, providers, service users and their family members verbally and in writing
- Able to work as part of the brokerage team ,wider commissioning team, and the wider social care services
- Good numeracy skills and use of word processor and database IT
- Able to negotiate complex care packages
- Able deliver support solutions in line with SBC policies and procedures

#### Contacts and Relationships:

- Ability to motivate and influence, and gain sign on from care management teams and providers
- Highly developed inter-personal and motivational skills.
- This role requires contact with external agencies, contracts team and planning, as well as close working with Care Managers and the Joint Community Teams.
- Able to develop and maintain effective working relationships with multiple providers across the support sector

#### Creativity & Innovation:

- Experience of assisting in the development of radical solutions to problems, including initiation of strategic savings strategies, supplier rationalisation, supplier partnering, and supplier/contract management.
- Find creative solutions when support demand and capacity

#### Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.