



Role Profile

Job Title: Broker, Adult Social Services	Grade/ Level: M	Post Number: BSN07
Directorate: Adult Social Care	Job Family: Business Support (BS)	Date Prepared: August 2016

Role reports to (Job Title): Brokerage Manager

Job Purpose:
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.

- Key Accountabilities:**
- 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
 - Source and negotiate cost effective, within means, quality solutions to meet service users' assessed needs
 - 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
 - Support services users' and their families to exercise choice and make informed decisions
 - To work with the brokerage manager and contract and monitoring officers to identify gaps and capacity pressures, in the local support market
 - Set and maintain accurate and up to date service user records using the social care systems
 - Be aware of Swindon Borough Council Safeguarding Policy and procedures, understand how and when to raise safeguarding alerts. Support Safeguarding team with safeguarding investigations
 - Support the contract and monitoring officers to quality assure providers and investigate complaints
 - Support social care teams with service user reviews through the provision of services details and any quality assurance issues
 - 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
 - Work with financial assessment to ensure service users are charged correctly
 - 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 moneysolutions

Job Scope: No & type of jobs Managed:	Job Scope: Budget: None
<p><u>Knowledge & Experience:</u></p> <ul style="list-style-type: none"> • 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 • Experience in maintaining effective electronic records adhering to data protection regulations • A good understanding of social care services and their providers 	
<p><u>Decision Making</u></p> <ul style="list-style-type: none"> • 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 users 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 Brokerage Manager • Awareness of when to escalate to Broker Manager • Able to evidence equitable treatment of accredited service providers 	
<p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • 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

- Ability 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
- Contact with service users' and their families will be frequent and regular, supporting them to make informed decisions and participate in solution finding

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

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.