



**SWINDON**  
BOROUGH COUNCIL

<b>Job Title</b> Homefinding and Brokerage officers	<b>Role Profile Number:</b> SBC_11405
<b>Grade:</b> CFL6	<b>Date Prepared:</b> Reviewed Feb 2024
<b>Directorate/Group:</b> Childrens Commissioning , Childrens Services Adult Commissioning, Adult Social Care	<b>Reporting to:</b> Resource and Homefinding Manager, Childrens Brokerage Manager, Adults
<b>Structure Chart attached:</b>	No

### **Job Purpose**

Social Care is person centered and focuses on individuals' strengths to support them to take control of improving their own health, resilience and wellbeing. We want to maximise independence and life opportunities so that individuals can achieve their goals and aspirations and live life to the fullest. We work closely and creatively with individuals, local communities and our partners, empowering them to deliver the best possible outcomes. Our work is solution focused, ensuring that those who most need support receive it and that we can continue supporting people in the future.

To source solutions and/or homes to meet assessed support needs, working with social care practitioners and managers, partners and providers to develop and deliver a cost-effective solutions to meet identified outcomes. Create an audit trail evidencing equitable treatment of accredited providers and administrate social care solution process.

### **Key Accountabilities**

- Develop and maintain working relationships with key stakeholders including accredited support providers, social care teams, partners and finance. Work with these stakeholders to source appropriate care and support solutions.
- Support brokerage team members to be upskilled in all areas of brokerage.
- Maximise knowledge of community assets and local responses to meet community need through collaborative working with commissioning in communities.
- Maintain brokerage area knowledge whilst also providing the breadth of brokerage support for a range of support needs across a geographical community.

- Source and negotiate cost effective, within means, quality solutions to meet adults with needs' assessed needs.
- Undertake due diligence and reference checks for new providers and services, interpret information and make judgements about quality of information provided
- Maximise the use of commissioned services through effective vacancy management, by reducing voids and working with services providers to be flexible and providing value of money services.
- Through social care support people and their families to exercise choice and make informed decisions.
- To work with the brokerage manager, Community Commissioners and Contracts and Commissioning Support team to identify gaps and capacity pressures, in the local support market
- Set and maintain accurate and up to date 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 social care teams with reviews/re assessments of needs through the provision of services details and any known or emerging issues
- Ensure accuracy of finance data recorded on social care systems to support effective budget management and projections. Enter any variation in services to ensure accurate provider payments
- Work with financial assessment to ensure people are charged correctly
- Set up service packages ensuring the provider meets regulatory requirements, ensure any risks are managed via the wider Commissioning team
- Manage the day to day re prioritisation and demand, particularly at key times of the year.
- Work with social care staff to reduce delayed discharges from acute trusts and also to ensure hospital avoidance of timely community support being in place
- Work with managers to ensure funding is agreed prior to sourcing services, ensuring value for money solutions

### **Supplementary Accountabilities**

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of the Council are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Council.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- 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
- Experience of managing conflicting priorities and demands
- Experience in maintaining effective electronic records adhering to data protection regulations
- A good understanding of social care services and the provider market in the local authority.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	Yes/No
<b>Number and types of jobs managed</b>  Ensuring best value solution in matching meeting of needs and cost	Budget: None	

### **Decision Making**

- Decision making responsibility will include decisions around placement of packages of care, which will include best value relating to both quality, cost and ability to meet the person's outcomes.
- To ensure the provider is able to meet the person's needs, negotiate and seek additional decisions as required

- Seek and record those providers who will be able to meet need for further decision making through social care
- Prioritising workload to ensure all adults with needs and self-funders receive information and assistance in a timely manner.
- Negotiate service packages, and costings
- Ensure service packages adhere to the SBC policy and published rates, escalating 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 through record keeping

### **Skills and Abilities:**

- Ability to keep up-to-date with new and relevant legislation
- Ability to communicate effectively with social care teams , providers, partners including health 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 to deliver support solutions in line with SBC policies and procedures

### **Contacts and Relationships**

- Ability to motivate and influence, and gain agreement from social care teams and providers
- Highly developed inter-personal and motivational skills.
- Able to develop and maintain effective working relationships with multiple providers across the market including smaller community assets and solutions

### **Creativity & Innovation:**

- Experience of assisting in the development of innovative 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 are challenged

### **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