

Care Brokerage Officer

Proposed - Job Description

Directorate:	Adult Health and Wellbeing Services Directorate		
Service:	Commissioning		
Location:	County Hall		
Salary range:	£28,142 – £32,061	Grade:	6
Reports to:	Team Leader	Staff responsible for:	N/A

Job purpose and scope

The Brokerage Service arranges, plans and purchases care and support to meet the needs of children preparing for adulthood and Adults 18+. This includes planning, sourcing, commercial negotiation and at times the arrangement of specialist placements and packages of care as well as use of block contracts, approved provider lists and framework agreements (local and regional) alongside the person who needs support

The main purpose of this role is to identify and arrange person centred, cost-effective care and support to meet the needs of a range of people. The brokerage approach will work alongside the person as the expert in their own needs and ensure the process is fully co-produced. Brokerage will identify free and low cost, local services for the person, where appropriate and will look to maximise the person's potential, utilising their strengths and assets and the assets from the communities within which they live. Brokerage must aim to support people to generate connections and networks in their chosen communities enabling people to be resilient and independent at home for as long as possible.

Services and activities will be planned and sourced to meet the needs of each adult or child ensuring the right support is in place with services sourced in a timely way that are cost effective and within the available budget, promoting independence and choice to individuals where possible to do so.

The post holder will work across a wide portfolio area as required and be part of a whole team approach, to encourage flexibility and creativity and to share knowledge and expertise which can improve peoples' outcomes. The service operates across core service hours covering Monday to Friday and weekends on a rota basis.

The service, however, must respond and be flexible to seasonal fluctuations in demand (e.g. "Winter pressures") and to urgent / emergency need for care in exceptional circumstances (e.g. "same day placements") and the post holder will respond positively to reasonable management requests to work outside of core service hours to meet increased demand and urgent situations.

Ensuring we listen to people and their families is fundamental in planning, sourcing, commissioning and delivering timely and safe services, ensuring discharge from hospitals and wider support across Lancashire is in place, whilst delivering a consistent approach to ensure equity of support through free and low cost local services, opportunities and activities including the contracts we have in place with providers and other agencies .

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Performance Indicators

- Contribute to the relevant service targets in place (from within ASC and Commissioning, contributing to the Corporate organisational targets).
- Ensure quality and contractual service standards are met.
- Support, deliver and work in accordance with policies and procedures in place.
- Working to ensure the budget and budget funding care and support delivers value for money.
- Working within the statutory duties of the Adult Services Directorate.
- Responsible for recording information and decisions made in an accurate and timely way when recording and processing of client information within relevant case management systems.
- Collate feedback from users of the service.
- Supporting the Living Better Lives in Lancashire vision and model through the application of a strengths-based approach.
- Recording where there are a lack of community services in place with a view to alert commissioning to market shaping opportunities.

Accountabilities/Responsibilities

- At all times, to provide a professional service, which delivers desired outcomes for people and treats each person with respect, dignity and is positively promoting independence and choice.
- To promote independent living tools in planning support for people, and promote the use of Direct Payments and Individual Service Funds.
- Work across a number of areas of brokerage areas including older people, health, mental health, learning disability services, self-funders in line with the requirements of the service.
- To work flexibly according to the needs of the person including undertaking home visits when required.
- Develop and maintain a sound working knowledge of care & support brokerage, the activities, services and local opportunities available in Lancashire neighbourhoods and to use and share this knowledge to inform practice and improve lives.
- Use practical and procedural knowledge and analytical skills to interpret information or situations that will need a solution focus to solve a variety of circumstances that present, some of which may be difficult and require significant planning.
- This will include but is not limited to holding and sharing an informed market knowledge; with an understanding of purchasing tools, approaches and a good working knowledge of operational practice and strengths-based focus on outcomes for the individual.
- Ensure value for money through use of free, low cost, universal services with other cost-effective solutions alongside effective price negotiation with providers.
- To routinely consider and make effective use of available and developing assistive technology to support independence and maximisation of resources through new and creative support options.
- Effectively practice, ensure and maintain accurate and succinct recording of decision making is in place across the case management systems.
- Respond and communicate effectively verbally and in writing to a wide range of stakeholders about their care and support brokerage process and progress, including internal and external staff, individuals, their families, carers, representatives, and providers from across the County and also out of area.

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- Ensure that care and support options are person centred and meet the Council's quality standards, assisting (where applicable) with the collation of key information from providers to support quality assurance and reporting on the outcomes for service users.
- Completion of individual placement agreements, contractual agreements and service requisitions promptly and accurately.
- Ensure resources are utilised in the best interests of Lancashire residents to deliver equity across the county which is qualitative and timely.
- Adopting a "home-first" ethos, ensuring support is maximising independence and is delivered via the strength-based 3-step practice model to prevent, reduce, or delay the need for specialist social care support.
- Be the named worker for people, when appropriate, to ensure the person has access to discuss their arrangements and make changes when required.
- Develop, manage and motivate yourself and others across the team to aspire to high standards of practice, work and behaviour, as set out in the code of conduct.
- Ensuring all governance relating to signatures and contracts are in place to enable effective payment of providers and contributions from clients are clear and communicated.
- Independently resolve problems and issues relating to commissioning services and make decisions as to when and how duties are carried out.
- Develop a sound working knowledge of relevant legislation

Undertake such other duties, training and / or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put peoples' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services and support at all times.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**

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We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of people and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the person at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, people and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and people to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Demonstrate commitment to ongoing learning / professional development.
- Administrative / business management Qualification at NVQ3 or above or willing to gain*

Experience

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Essential knowledge, skills & abilities

- Committed to achieving good quality and best value outcomes people across Lancashire.
- Be confident in and understand the legislative basis that Adult Social Care is governed through i.e. the Health & Social Care Act, including financial charging regulations, Mental Capacity Act, Care Quality Commission (CQC) and wider relevant legislation.
- Ability to successfully manage challenging discussions and be solutions focussed.
- Ability to use common ICT channels, case management systems.
- Evidenced written and verbal communication skills with demonstrable ability to communicate with staff and people needing care and support.
- Ability to build relationships and influence, develop and motivate internally and externally.
- Evidenced experience of working in collaboration with providers and other agencies.
- Experience of confidently communicating with the public, providers, and other stakeholders on a day-to-day basis.
- Ability to work to a high degree of accuracy with attention to detail in a fast-paced environment.
- Ability to communicate at ease with people, their families, carers, representatives and with other professionals across a wide range of service provision in accurate spoken English.
- Experience of maintaining records containing sensitive information.
- Experience of operationalising personal budgets via direct payments, to enable service users to commission their own care.
- Experience of completing placement searches across the provider market in supporting the development of care packages, within agreed timelines.

Other essential requirements

- The organisation expects all employees to be on-site a minimum of 40% of the working time e.g 2 days per week FTE.
- All employees have a designated work-base.
- All employees to have the ability to work flexibly according to the needs of the person including undertaking visits including to homes when required.
- The post holder is employed by Adult Services within Lancashire County Council. Employees can on occasions be required to work at other locations from their initial work base to ensure business continuity and equity of service for Lancashire residents.
- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them.
- This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).