

## Job Description

### Broker

### Brokerage

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC06
Location:	Hereford
Responsible to:	Broker Team Leader

### Main purpose of the role

To deliver an effective and efficient Brokerage Service for people eligible for services. By building a strong relationship with agencies, service users and colleagues within adult social care to negotiate and co-ordinate

the effective delivery of services from independent and third sector providers, in a cost effective manner, in order to support individuals requiring care and support to live as independently as possible. This is to include ensuring support plans have utilised all options available contractually and within the community to ensure the best outcomes are available to the service user and the council.

To utilise a system which enables a single point of reference to be accessed to purchase carer breaks services for practitioners and provider agencies. To monitor and report on activity. To work as a team member of a brokerage services for managed accounts for people in receipt of services from NHS Herefordshire and Herefordshire Council. To liaise with other professionals and other agencies.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>The jobholder will be expected to complete the responsibilities / accountabilities effectively.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To participate and contribute towards the continuous development, monitoring and reviewing of the Brokerage Service.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To maximise the use of block purchase for services to reduce costs.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To develop and maintain effective interdepartmental working, in particular with the Provider services, Commissioning and Finance Teams.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To meet regularly with block and spot providers to develop provider services and ensure effective processes and procedures are in place</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To respond to requests for services and ensure timely implementation of individualised support in order to effect economic and responsive delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To contribute to the key performance indicators, e.g. help to live at home, by providing relevant reports and information as required</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To promote effective liaison and communication with all key stakeholders including operational staff and Health Care colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To maintain manual and computerised records of individual service needs and resource availability in accordance with the data protection legislation.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To raise awareness with locality teams and other frontline teams on the systems and services that the Broker provides</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To analyse and interpret complex data and present reports as necessary on service trends, needs, and unmet needs.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To develop and maintain systems of capacity mapping of care providers and community services approved by the Council and provide this information to operational staff on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To act as a conduit of information between providers, purchasers and reviewing officers contributing to a quality assurance framework.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To provide key managers with information regarding contract compliance.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To undertake project work under the guidance of the Broker Team Leader.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To undertake any other duties appropriate to the post, which may arise from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To ensure compliance with Data Protection Requirements</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To be an active member and contribute to the Brokerage Team</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To develop and maintain systems</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To maintain accurate records regarding the provision of services</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To liaise with colleagues in the Locality Teams and other multi-disciplinary teams to obtain information to meet service user needs.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To gather information regarding unmet need and feedback to commissioning team.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To actively promote good communication with Independent and third sector service providers to provide appropriate information and services to the Directorate.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To collect statistical information and present progress reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To assist in forecasting current and future capacity requirements within identified geographical areas of the county.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To monitor the effective usage of block contracts for service</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To have contact with service users with complex needs/carers.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To deal with any problems/complaints that clients might have with a service provider and vice versa</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To analyse the weekly returns provided by block contract providers and update appropriate databases and spreadsheets.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To liaise with other Council/ NHS Departments including Commissioning and Finance</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To monitor service provision</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To act as part of People's Services Commissioning Team and to provide cover for the other commissioning / contracting staff as required</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>To maintain personal and professional development to meet the changing demands of the job and to participate in appropriate training activities</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>Any other duties as required by the Brokerage Team Leader commensurate with the nature of the job and the grade.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>



## Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Educated to NVQ level 3 or 4 in Social Care or equivalent or significant relevant experience</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Negotiation Skills</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Training in Standard software packages especially Excel</li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Experience of working across agencies in the delivery of Social Care/ Health.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Proven ability to negotiate and co-ordinate services to maximise efficiency and prioritise available resources/capacity</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience in the procurement of services/goods</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of prioritising and managing own workload</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Knowledge of current issues facing health and Social Care Sector</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Knowledge of quality assurance and performance</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Knowledge of contractual issues</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to be creative and devise systems to develop the Brokerage activity</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to develop and maintain effective</li> </ul>	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> <li>record/reporting systems</li> </ul>	Essential	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Excellent IT skills to input and monitor service delivery e.g Excel and databases</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to show a high level of written and verbal presentation skills</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to be able to analyse and interpret complex data</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Commitment to the delivery of quality service provision through contractual arrangements to ensure best value for Herefordshire Council.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to communicate effectively in a Multi–Agency context.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to negotiate provision of services as well as changes to service levels</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to prioritise personal workload</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to work independently and meet deadlines.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>To work as part of a team unsupervised.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to quickly learn new areas of knowledge</li> </ul>	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

