# OLDHAM COUNCIL

JOB DESCRIPTION

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**POST TITLE:** Care and Support Broker

**DIRECTORATE** Health and Wellbeing

**SECTION:** Brokerage and Payments Team, Client Support Services

**GRADE:** *Grade* 4 **HOURS:** 18.33

**PURPOSE OF POST**:

To make the appropriate arrangements to purchase Council-commissioned social care packages for individual service users, in accordance with agreed support plans, budgets and performance targets.

To provide information about commissioning patterns and service user feedback to contribute to the performance and quality assurance of social care provision.

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**KEY TASKS:**

**Arranging Care**

1. Arrange/purchase packages of care or support, liaising with Care Managers and providers to ensure individual service user needs are effectively and appropriately met, in accordance with the support plan.

2. Follow relevant procedures to ensure a fair and equitable distribution of business between providers.

3. Vary and/or end services in line with instruction from Care Managers and corresponding variation to the relevant support plan.

4. Ensure services match purchase orders, providing necessary data for audit purposes.

5. Liaise with colleagues and check all appropriate systems to ensure all contracts/purchase orders are accurate and in line with commissioning intentions.

6. Liaise regularly with providers to collect up-to-date information about their capacity to deliver commissioned services and inform your line manager about any gaps in provision.

7. Provide advice, guidance and support to social care providers regarding purchasing, invoicing and payment procedures, and keep them updated about possible changes to business opportunities, in liaison with Commissioning and Procurement colleagues.

8. Help monitor commissioned activity to ensure services are delivering quality and value for money in accordance with agreed service standards.

9. Record, investigate and sensitively resolve customer and provider enquiries, referring complex matters to your line manager for advice or action as appropriate.

10. Ensure accurate payment of contracted providers through the council’s electronic call monitoring system or other manual or electronic mechanisms as required

**General**

1. Help maintain data quality across the service.

2. Identify practice and procedural improvements to improve efficiency and customer service.

3. Actively participate in your own 1-2-1, supervision, appraisal and learning and development sessions with your line manager.

4. Provide data for management reports regarding gaps in provision, response times of providers, feedback from service users regarding service quality, and other relevant issues to enable the effective commissioning of high quality, value for money social care provision.

5. Actively promote and apply the Council’s Equalities and Diversity agenda and adhere to the Council’s Customer Care standards

6. Adhere to health and safety, data protection, employee conduct, information security, client confidentiality, and all other policies of the Council and your service area.

7. Participate in team and service meetings and attend other local meetings as required.

8. Provide cover for other colleagues as required, in order to ensure effective service delivery, and ensure performance targets are met.

9. Proactively identify practice and procedural improvements to enhance efficiency and customer service. Help develop and keep up-to-date relevant policies and procedures, supporting their effective implementation.

10. Keep up-to-date with relevant legislative, policy or other changes to ensure continuous improvement and delivery of a high quality service.

11. To undertake such other appropriate duties as may be assigned by your supervisor or line manager

**CONTACTS:**

Other team members, Head of Service, Line Manager, other Council Officers, external agencies (including the NHS, DWP and other Government Departments), Social Care clients (and their family members, carers, or legal representatives), social care providers, the general public.

**RELATIONSHIP TO OTHER POSTS WITHIN DEPARTMENT**:

Supervision given to: None

Day-to-day supervision and support received from: Senior Brokers and Team Leader

Overall supervision and line management received from: Team Leader

**Special Conditions**

CRB Disclosure Required – Enhanced

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**CONTROL OF RESOURCES (HUMAN, FINANCIAL, MATERIAL**)

The post-holder may be asked to act as First Aider and undertake relevant training (as appropriate for the location)

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|  | DATE | INITIALS |
| PREPARED | July 2015 | Kirsty Littlewood, Head of CSS |
| REVIEWED |  |  |
| REVIEWED |  |  |

**OLDHAM METROPOLITAN BOROUGH COUNCIL**

## Person Specification

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| --- | --- | --- | --- | --- |
|  | Selection criteria(Essential) | | **Selection criteria (Desirable)** | **How Assessed** |
| **Education & Qualifications** | Sufficient literacy and numeracy to undertake the tasks contained in the Job Description | |  | AF / T |
| **Experience** | Significant experience of working in an office environment and undertaking financial and/or administrative duties  Experience of using spreadsheets, word processors, and a range of computer applications and systems  Experience of providing services to vulnerable people | | Experience of arranging, purchasing and/or paying for social care services for individuals | AF / I  AF / I  AF / I  AF / I |
| **Skills & Abilities** | Skills to collate information, and research, analyse and evaluate data  Ability to work efficiently and effectively as part of a team  Excellent customer care, interpersonal and verbal communication skills  Ability to manage expectations and deal with conflict  Ability to act independently and resolve problems, without frequent reference to managers  Ability to manage competing demands on your time, working to challenging targets and deadlines  Ability to maintain clear and accurate financial and casework records (electronic and manual)  Ability to undertake detailed and accurate mathematical calculations  Good organisational and administrative skills  Excellent IT skills, sufficient for effective electronic document management, data inputting, manipulation and monitoring, producing documents and providing statistical information | |  | AF / T  AF / I  AF / I  AF / I  AF / I  AF / I  AF / T  AF / T  AF / I  AF / T |
| **Knowledge** | Knowledge of relevant legislation and codes of practice about commissioning social care services  Understanding of the social model of disability and the personalisation agenda  Detailed knowledge of the range of social care provision available to support vulnerable people  Knowledge of customer care principles  Awareness of local authority financial regulations and audit processes | |  | AF  AF / I  AF / I  AF  AF |
| **Work Circumstances** | | Willing to work flexibly to meet the needs of the service  Willing to undertake training and development in line with the post  Willing on occasions to work outside normal office hours as needed by the service |  | AF  AF  AF |

**NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview**