

Post Specification

Post Specification - Key Information

- **Post Title: Broker**
- **Date: January 2023**
- **Post Group Number: 6472**
- **Job Family: People Care and Development**
- **Job Family Role Profile:PCD8i**
- **Final Grade: 9 (inc JWC's)**

To be read in conjunction with the job family role profile.

Service Area Description

The Brokerage function is a key part of the operational delivery of adult social care. The role of the team is to provide excellent customer services to a wide range of stakeholders including customers, practitioners and providers to ensure an individual's care and support needs are met in the most appropriate way, identify gaps in provision to enable future commissioning activity.

Purpose of this Post

Through the review of a customer's Support Plan, that defines their eligibility and outcomes, source appropriate care and support options that meet assessed need by engaging with a wide range of stakeholder's. Facilitate the consideration of options with customers ensuring customer preferences are taken into consideration and evidenced in establishing and implementing the most appropriate support

Key Job Specific Accountabilities

To research, identify and broker appropriate support packages to meet the needs of the customer in line with Adult Social Care and Council policies, this includes having an in-depth knowledge and understanding of the Frameworks for Residential & Nursing Care, Homecare, Day Services, Transport and Telecare services.

To liaise with service providers, internal & external colleagues and customers to establish appropriate and cost-effective support, and to respond to any ongoing queries in a timely manner. This may include having complex and/or sensitive conversations with vulnerable adults around their individual care requirements.

To make effective use of available and developing technology to support effective practice, making sure information is recorded in a timely manner, accurately and kept up-to-date to support the production of good quality management information.

To support the Brokerage Team with reconciling & processing provider invoices; setting up & closing down Direct Payments & Individual Service Funds; and raising invoices to partner organisations to reclaim the cost of services.

To build strong working relationships with a wide variety of stakeholders, including Service Providers, Customers, District & Locality staff and other Council departments and Health colleagues.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** No direct line management responsibilities
- **Other:** NA

Essential Criteria

- **Qualifications:**

NVQ2 or equivalent in a relevant subject or equivalent demonstrable experience.

- **Knowledge:**

Working knowledge of IT applications and administrative systems and the ability to follow established procedures.

Understanding of local services and community resources

- **Experience:**

Experience of dealing with customers with health and care needs

- **Expertise:**

Ability to form professional relationships with a range of stakeholders and the ability to adapt communication styles to suit the situation and audience.

Ability to identify, co-ordinate and organise Health and Social Care support within required timescales.

Ability to handle complex information accurately and with attention to detail. ·

Ability to review and interpret Support Plans to Broker the most appropriate support

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Moderate (e.g. dealing with people in distress/crisis and working in a highly demanding pressurised environment)
- **Physical Demands:** Minimal
- **Working Conditions:** Minimal
- **Other Factors:** None

Other Factors:

- NA