

## Job title: Brokerage and Placements Officer

**Department:** Commissioning and Partnerships

**Service:** Contracts, Quality and Personalisation

**Section:** Brokerage and Placements

**Grade:** F

**Post reference number:**

### 1. Job purpose

To provide an effective and efficient personalised commissioning (care brokerage) service for children and adults, sourcing and securing best value placements and care packages through a range of methods, including commissioned provision, Direct Payments and Individual Service Funds.

Brokerage and Placement Officers will focus on either children or adults, although there is an expectation that postholders will be knowledgeable and flexible to work across both cohorts.

### 2. Principal duties and responsibilities

1. To work autonomously, responding and quality assuring referrals received from operational teams in respect of the needs of children and adults who require a placement/ care package, gathering additional information from social care, health, residents, families and providers as required to appropriately match these needs with the services available within the internal or external care market, in an equitable, fair and transparent way, whilst facilitating seamless transitions for hospital discharge and changes in provision.
2. To appropriately maximise use of in-house provision, block purchased and contracted provision where these are available, and where these are unavailable, to identify appropriate and best value placements from spot provision to source placements and care packages.
3. To robustly negotiate and challenge providers to achieve the best value for money placement that can meet the child/adult's assessed needs, ensuring compliance with relevant procurement legislation.
4. To understand the issues affecting the local and national care market and the types of care provision available to meet the needs of individuals locally and further afield ensuring, where this is possible and appropriate, that the individual is placed as close to their home, family and friendship group as possible.
5. To maintain an up-to-date knowledge of relevant legislation, to ensure the work is carried out in a manner compliant with the requirements of all legislation and best practice that may impact upon the delivery of the service e.g. the Data Protection Act, EU legislation, Standing Orders, Financial Regulation and other professional standards of confidentiality and propriety. (This list is not exhaustive.)

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6. Obtain, maintain and provide accurate statistical, financial, provider and management information to enable the management of care placements, waiting lists and provide market intelligence that supports the development of future commissioning intentions and informs on the quality of provision.
  7. To provide support and information to operational teams on possible alternative sources of care/service in line with council vision and priorities and to query the proposed care provision where the Officer believes there is an alternative source of care that can meet the individual's assessed needs.
  8. To work in accordance with the Authority's contracting regulations and Contract Standing Orders, within the Council's Policies and Procedures, and contribute to work in relation to contract compliance.
  9. To gather information from a wide range of providers and professionals on the availability of care, and to accurately complete and maintain all information systems including, care records, financial systems, care packages, trackers, individual placement agreements and to support the due diligence and contracting processes.
  10. To develop and maintain good working relationships with a wide range of professionals to ensure the effective running of the service, including, social care, commissioning, finance, providers and contracting.
  11. To provide high quality customer service, attend meetings to represent the service as required and to work flexibly outside of core hours when required to support the function of the team and effective operation of the service.
  12. To accurately complete and maintain case management systems, individual placement agreements and triage referrals into the team, to ensure they are appropriate and have all relevant information.
  13. To support the development of policies, processes and guidance to enable the effective running of the team and to raise awareness of the service.

**3.** All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

**4.** All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the GDPR, Data Protection Act and Freedom of Information Act.

**5.** This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

**6. Numbers and grades of any staff supervised by the post holder:**

No line management responsibilities

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| <b>7. Post holder's immediate supervisor:</b> |
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Brokerage and Placements Manager

**Prepared by/author:** Jackie Wyse **Date:** February 2024

**Job title:** Head of Commissioning, Contracts, Quality and Personalisation

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**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** ..... **Date:** .....

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| Areas of responsibility                      | Requirements                                                                                                                                                                                                                                     | A | T | I |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| <b>Technical Knowledge and Experience</b>    | A working knowledge and experience of working within the legislative frameworks for Adult's and Children's Social Care                                                                                                                           | ✓ |   | ✓ |
|                                              | Experience and knowledge of delivering a person centred, strengths-based approach in respect of brokering and placements sourcing for adults and children's provision.                                                                           | ✓ |   | ✓ |
|                                              | Knowledge and/or experience of effective market management, holding providers to account, negotiating, and following processes where there is potential for care provision to be disrupted.                                                      | ✓ |   | ✓ |
|                                              | Knowledge of provider failure processes, the impact on the service and ensuring minimum disruption to those accessing care and support.                                                                                                          | ✓ |   | ✓ |
|                                              | Experience and/ or knowledge in negotiating and challenging providers to achieve the best value for money placement that can meet the child/adult's assessed needs, ensuring compliance with relevant procurement legislation.                   | ✓ |   | ✓ |
|                                              | A knowledge of the range of options available to provide care, such as Direct Payments, Commissioned services and Individual Service Funds.                                                                                                      | ✓ |   | ✓ |
|                                              | A working knowledge of legislation that governs the scope of the role, including social care, public health, financial and procurement regulations.                                                                                              | ✓ |   | ✓ |
| <b>Communication and Partnership Working</b> | Has good interpersonal, verbal and written communication skills, face to face, via email and phone, with the ability to manage difficult conversations diplomatically, with colleagues, stakeholders and providers to an appropriate resolution. | ✓ |   | ✓ |
|                                              | Ability to establish and maintain effective partnerships and working relationships, with a wide range of stakeholders to achieve jointly agreed outcomes and best value                                                                          | ✓ |   | ✓ |

|                                                          |                                                                                                                                                                                                                                                            |   |   |   |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| <b>Skills and Abilities</b>                              | An ability to make sound judgements, seeking solutions to complex issues                                                                                                                                                                                   | ✓ |   | ✓ |
|                                                          | Has a “can do” attitude, that can work own their own initiative and as part of a team                                                                                                                                                                      | ✓ |   | ✓ |
|                                                          | An ability to think analytically, analysing data, information and situations in detail and to produce accurate reports.                                                                                                                                    | ✓ | ✓ | ✓ |
|                                                          | Has an awareness of the aims of the Council, Directorate and Divisional programmes and how their work supports these.                                                                                                                                      | ✓ |   | ✓ |
|                                                          | An ability to effectively use a range of IT systems, including Microsoft Word, Excel, PowerPoint, Outlook, bespoke social care systems and to support the identification and implementation of any new systems that support the smooth running of the team | ✓ | ✓ | ✓ |
|                                                          | Is committed to their own continuous development, actively seeking opportunities to increase their own and the team's knowledge and skills                                                                                                                 | ✓ |   | ✓ |
|                                                          | Has a high level of accuracy, literacy and numeracy skills, organisational and problem-solving skills and an ability to manage sensitive and confidential information.                                                                                     | ✓ |   | ✓ |
| <b>Work to promote mutual respect and good relations</b> | A knowledge and understanding of the needs of minority and disadvantaged groups, and ability to ensure their needs are reflected in work outcomes.                                                                                                         | ✓ |   | ✓ |
|                                                          | To be sensitive to needs of customers and staff and to challenge inappropriate behaviour                                                                                                                                                                   | ✓ |   |   |
| <b>Work Related Circumstances</b>                        | Willingness to comply with the City Council's non-smoking policy.                                                                                                                                                                                          | ✓ |   |   |
|                                                          | Willingness to attend meetings out of hours, when required, where reasonable notice is provided.                                                                                                                                                           | ✓ |   |   |
|                                                          | Ability and willingness to travel both inside and outside the council area as required.                                                                                                                                                                    | ✓ |   |   |

**Prepared by/author:** Jackie Wyse

**Date:** April 2024

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