

Context Statement

To accompany Job Description and Person Specification

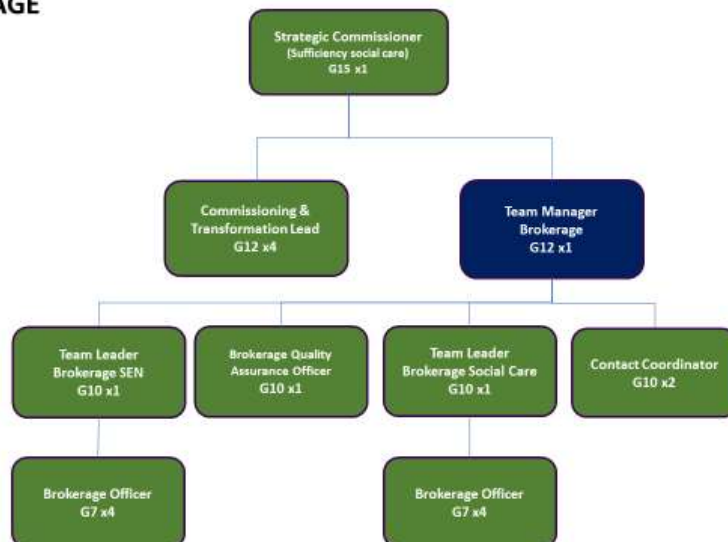
Job title:	Brokerage Officer
Directorate/service/team:	Children's Services – Commissioning
Grade:	7
Location:	County Hall
Reports to:	Brokerage Team Leader

Organisational Structure

- This post sits within the central Commissioning service within the Children's Services Directorate.

COMMISSIONING & REFORM - CENTRAL

BROKERAGE



All grades are indicated. Please see pay scales other than Green Book have been digitised to their pay grade equivalents.

Context of the Work

- This role is in the brokerage team for children's services which is responsible for finding and securing social care and educational placements and/or packages of support for children and young people. This includes in-house foster care, independent fostering agencies, supported accommodation providers, maintained and independent special schools and colleges, alternative education providers and other packages of individual packages of care and support.
- Under the direction of the Team Leader the post holder will be required to:

- Source value for money, high quality packages of care, support, and or education (including, for example, alternative provision, school placements, foster care, residential care, supported accommodation, secure transport)
- Carry out negotiations with providers in relation to fee rates
- To be a source of advice and support within the brokerage system, including developing knowledge of the market (either SEN/Social Care)
- Undertake placement searches including direct liaison with foster carers and operational staff
- Identify and maintain a record of vacancies for planned and emergency placements
- Capture and input accurate data through IT systems in relation to brokered packages, searches and fees
- Sensitively handle referrals that seek to provide packages of education, care and support that meet their needs and wishes
- Ensure appropriate contract documentation is in place for brokered packages and ensure these are updated following reviews
- Present package options to senior managers
- Negotiate individual contracts and monitor services provided
- Identify and alert the team leader of any packages that are not delivering or have potential to break down
- Track decisions and work with officers to plan for future needs in accordance with a child's plan
- Make payments in line with agreed rates
- Proactively identify and secure fee discounts from providers
- Build effective relationships with providers to ensure they are able to align their development plans to meet the current and future needs of Dorset's children and families
- Develop personalised communication systems with in-house foster carers
- Obtain data and information on issues of quality, registration/regulations, inspection outcomes to inform decision making
- Develop effective working relationships with key stakeholders internally and externally to assist in the planning to meet children's needs and secure value for money – including social workers, education professionals, providers and commissioners

Localities

- This post will be based centrally

Required Behaviours

Responsibility: We act with integrity. We are honest and we don't attribute blame when something goes wrong. We are all part of the solution.

We:

- give constructive feedback and seek out feedback on our own performance and behaviours
- deliver what we promise
- are open and transparent
- learn from mistakes
- take ownership
- standby and support difficult decisions



Respect: We are aware of our impact on others. We treat people fairly and have high expectations of ourselves and others, and value differences in approaches and opinions. We instigate and lead through positive behaviour.

We:

- are welcoming and friendly
- adapt our approach to help build good working relationships
- recognise and value the differences between people, placing a positive value on those differences
- manage our reactions professionally and calmly
- keep promises
- demonstrate empathy and recognise alternative perspectives

Recognition: We appreciate and value the contribution of individuals and teams for work well done. We lead by taking time to provide feedback and share lessons learned and achievements to support the organisation's development. We celebrate commitment and success.

We...

- give positive feedback
- acknowledge good behaviour and respectfully challenge poor behaviour
- value every contribution in success
- create a positive team spirit

Collaboration: We work with colleagues, residents and partners to achieve the best possible outcomes. We feel confident to share ideas, we listen and respect other points of view and set this example to each other. We value the power in combining our personal qualities, skills and experience to achieve a shared goal.

We...

- spend time building positive relationships
- are flexible in our attitude and approach
- share information and expertise without being asked to
- invite and support others to try new possibilities
- work through conflict to create conditions for successful working
- work to find the simplest way to do things
- work together, not in competition

Service Information

- The purpose of Commissioning & Reform is to lead and enable Children's Services to make the best use of available resources, so that local needs are met and to achieve tangible improvements in outcomes. The functions of Commissioning & Reform are to:
 - Offer a strategic and holistic view of need
 - Provide intelligence and a robust evidence base for decision-making
 - Ensure resource allocation supports the delivery of local priorities
 - Challenge the status quo and drive innovation and the improvement of outcomes

- Derive maximum value and impact from change, commissioning and procurement activities
- Develop and implement change and transformation
- Develop markets to source the best, most cost-effective providers
- Develop strong relationships with providers
- Plan and deliver sufficiency duties
- Provide high quality and relevant information to partners, employees and children, young people and parents and carers
- Lead strategy and policy development

Our Mission

Our mission

- Children in Dorset thrive, are happy and are the very best that they can be.
- We inspire and enable children, young people and their families to find solutions that enable them to develop sustainable, safe and secure relationships with each other and within their community.
- We listen and act so that the voices of children and families is at the heart of everything we do.
- We work together to collaboratively shape, support and develop communities

Our vision is that we want to

- Shift our efforts to early help
- Get it right first time
- Work to meet need, rather than manage threshold
- Co-produce services with families

Our values are

- Collaborative – we want to work with citizens and communities, not do things for or to them
- Strength based – we work with people, not problems
- Restorative – we want to stop harm and repair relationships

We want to fundamentally change our model of service delivery to one which has the following design principles

- Our services will be rooted in place and delivered by multi-professional teams
- Our approach to citizens will be strength based and restorative
- We will proactively provide early help, rather than reactively make a late intervention
- We will measure our success on how we have made life better for children and young people
- We will always learn and strive to improve so we can deliver better outcomes for children and young people
- We will be digital by default and deliver services only where we are required by law, and where we can do this more effectively and more efficiently than anyone else

Travel Requirement



This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the county council) to be available on most working days to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Other Information

There is a DBS requirement for the post.

The post holder will regularly deal with a range of complex and contentious matters requiring a high degree of personal ability to influence and support partners

The post holder will be required to manage multiple and often competing deadlines and to work within frequently changing circumstances and conflicting priorities.

The context of the work can at times be pressured and involves information that can be upsetting, therefore it is vital that the postholder is able to develop strategies that support personal resilience.

The post holder will be proactive, able to problem solve and be outcomes focused.

The post holder will be flexible, have a high degree of emotional intelligence and have excellent face to face communication skills. The post holder will be confident in using the telephone as well as electronic communication methods.

Context statement prepared by: Claire Shiels

Designation: Acting Corporate Director

Date: 12/01/19

