

Context Statement

To accompany Job Description and Person Specification

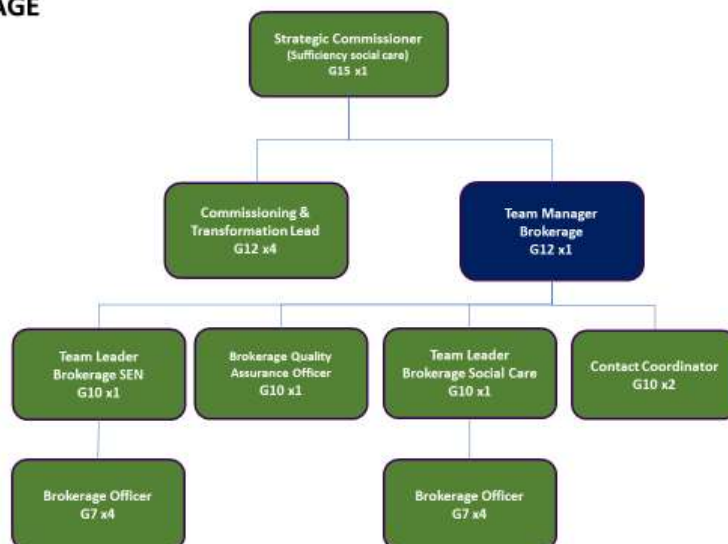
Job title:	Brokerage Quality Assurance Officer
Directorate/service/team:	Children's Services – Commissioning - Brokerage
Grade:	Grade 10
Location:	County Hall
Reports to:	Team Manager Brokerage

Organisational Structure

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

COMMISSIONING & REFORM - CENTRAL

BROKERAGE



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

Context of the Work

- This role will be responsible for leading the quality assurance approach of 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.

- The post holder will be required to:
 - Take a view of the quality of all brokered provision for children's services
 - Provide advice, support to brokerage officers and practitioners on the quality of provision to ensure that the directorate sources high quality and value for money individual packages of care, support and education that meet the needs and wishes of children, young people and families
 - Develop effective relationships with providers, foster carers, senior managers, frontline delivery staff and officer from other agencies such as health.
 - Ensure appropriate record keeping systems are in place to enable oversight of quality assurance
 - Collate, analyse and present information to support commissioning decisions
 - Ensure all contracts are kept up to date, following reviews and changing circumstances
 - Proactively identify providers that are having difficulties and support them to improve
 - Undertake monitoring visits to ensure contract compliance and standards, conduct contract reviews in partnership with operational staff.
 - Build effective relationships with providers to ensure they are able to align their development plans to meet the current and future needs of Dorset Children and families.
 - Ensure data quality and integrity of management information
 - Support the team to develop strong and personalised relationships with in-house foster carers

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 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 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

- Children, young people and families will be central to everything we do – their voices will codesign services and drive their plans.
- We will focus on getting it right first time proactively providing early help as needs arise
- Our services will be rooted in communities, be easy to access, and delivered by multi professional teams.
- We will provide good quality, efficient services that reduce bureaucracy for staff and families and reduce 'hand offs' between professionals.
- We will measure our success on how we have made life better for children and young people.
- We will operate one children's services leadership approach based on trust, accountability, and valuing employees. Our skilled and confident workforce will be well trained, supported and enabled to take decisions and operate effectively within a clear accountability structure.
- 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 with responsibility to change the priorities of others.

The post holder will be required to take decisions that lead to the setting of work standards for others leading to changes in procedures or practice and with a major impact on the service.

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 able to problem solve and be outcomes focused.

The post holder will be flexible and have a high degree of emotional intelligence.

Context statement prepared by: Claire Shiels

Designation: Acting Corporate Director

Date: 12/01/19

