

Context statement

To accompany job description and person specification when required

Job title: Brokerage Officer – Care Allocation

Directorate/Service/Team: Adults and Housing / Commissioning

Organisation Structure

Reporting to: Lead Brokerage Officer

Responsibility for: No direct line management responsibility but the post holder is required to support induction and training of new staff including quality assurance of their work as part of induction process and on-going development in the role.

Directorate/Service Information

- The Dorset Council Adults & Housing Directorate delivers adult social care, housing, and a range of community services to people of all ages living in Dorset within the context of the Dorset Council corporate plan.
- The Commissioning function aims to improve outcomes for Dorset Communities through the development and delivery of effective frameworks, strategies and plans for the commissioning of social care services for adults. The function ensures that the commissioning of services follows a recognised commissioning cycle and ensures the Local Authority meets its responsibilities under the Care Act and other associated social care and wider legislation.
- The Quality, Purchasing and Contracts Function is the primary team that ensures services are quality led to evidence best practice; purchasing of services is fair, inclusive depending on framework eligibility and enables value for money in a timely manner; contracts are utilised to guarantee robust monitoring is carried out to capture risks, failures and the benefits of the quality and purchasing for future development and procurement.
- The Brokerage and Market Team will work across the Older Persons and Disability teams in Commissioning, and closely with Operational colleagues. The team will source high quality and best value care that meets identified care and support needs. Ensuring pre-commissioned resources are fully utilised, and individual care and support requirements are found as efficiently and effectively as possible. The team will provide data and intelligence to support contract and quality monitoring activity, managing provider relationships in relation to day to day contractual compliance, particularly in relation to block contract management.
- The Care Allocation Team's focus is on Hospital Pathways – Admission Avoidance and Discharge – working closely with colleagues within the Dorset Integrated Care System.

Context of Work

The post holder will undertake duties of the Care Allocation Team. This will involve a range of activities from identifying the most appropriate resources to meet the care and support needs, liaising with the Hospital Case worker, or the individual, their family or representative, to confirming arrangements and issuing of the contract to the provider. An e-Brokerage platform will be used to purchase packages, develop service level agreements, and report on performance, data and market intelligence. The postholder is a key to maintaining pathway flow and effective and efficient contract management of block commissioned resources.



Care Allocation Officer

Specific Professional Responsibilities:

The work will involve booking care and support arrangements, whether domiciliary care at home, reablement or within a care home setting from pre-commissioned short-term care options. This will often require creative thinking to blend the resources available to create support solutions to enable hospital discharge or avoid admission. At times there may be a need to broker care directly from the local market.

This requires updating of records, detailed knowledge and understanding of the different block contracts in place. The post holder is responsible for day-to-day contract management to ensure elements such as admission criteria and voids are effectively managed. This will ensure the contracts are utilised to full potential and contract performance and compliance is closely monitored. Working closely with Senior Brokers, Lead Brokers, Quality and Contract Officers and Commissioners to contribute to and support overall contract management.

Additional duties of the post:

- Regular involvement and liaison with the Dorset ICS Single Point of Access (SPA) and local Cluster Teams, particularly the Dorset Council Social Care Lead, to allocate care to individuals no longer meeting the criteria to reside in hospital, or to prevent admission.
- Attendance at a range of MDT type meetings to discuss and report progress on individuals. This will include working with partners to work up options for any complex cases,
- Drawing from knowledge of Adult Social Care practice, such as care and support planning, a case management approach will be followed to ensure all elements of discharge planning, such as transport, medication, equipment etc are co-ordinated to avoid unnecessary delays.
- Blending services to ensure pre-commissioned resources are used to greatest effect
- Where pre-commissioned resources do not meet the needs searching and brokering for care from the market, following required Brokerage processes and procedures.
- Problem solving for more complex care and support needs, identifying and considering options to adapt the solutions available to enable the presenting needs of the individual to be met upon discharge, whilst making the most effective use of resources available. This will include building connections between pre-commissioned services and the resources within the wider Dorset ICS, such as ICRT and End of Life pathways.
- Tracking and recording of all individual journeys through the system, escalating where necessary if individuals are nearing the end of their 6-week recovery period. This will require timely inputting of accurate data through appropriate IT and manual systems as necessary, such as e-Brokerage, Mosaic etc.
- Work closely with providers contracted to Pathways to ensure Exit Plans are progressed effectively and efficiently, so that flow is maintained. This will involve processing of Trusted Assessments, and escalation to relevant Cluster Teams where appropriate.
- Liaising directly with providers to arrange care packages, to book assessments, signpost to wards and follow up outcome of assessments.
- Liaising directly with individuals, their family or representative directly, to confirm care and support arrangements
- Liaising with discharge teams and wards to secure all arrangements to enable quick discharges, such as transport, pharmacy and equipment.

Context statement prepared by:			
Manager	Sarah Sewell	Date	30.11.2022