

# Job description

**Job title: Care Brokerage Officer**

**Grade: Dorset Grade 8**

**Job evaluation reference: SS464**

**Job family: Health and Social Care**

## Purpose and impact

1. Working under the Direction of the Team Leader to provide a central brokerage service to source value for money, high quality care home places and domiciliary packages for allocated adult services client groups.
  2. Allocated to a specific client group, you will require experience relevant to brokering care in one of the following fields:
    - Learning Disability / Mental Health / Autism and Transitions
    - Older People (for individuals who are typically over 65 years old)
    - Care Allocation (working in hospital admission and avoidance pathways – see context statement)
  3. Act as a micro-commissioner e.g. carry out negotiations with care and support providers in relation to fee rates for individual packages of care at value for money rates.
  4. Provide advice and guidance to colleagues on specific care market enquiries. To drive efficiencies and contribute to overall savings in the Health and Social Care budget through a combination of working closely with key stakeholders to ensure more effective use of private, community and third sector provision; and improved value for money by negotiating care and support packages and placements within prescribed timeframes, budget and quality. Working collaboratively with Commissioners, Operational colleagues, and providers to develop resources and services to address areas of unmet need across all community settings.
  5. Daily decisions to allocate pre-commissioned block contracted care resources in a range of settings, care homes and home care. To ensure optimum utilisation, effective void management, and provider contract compliance to ensure high performance levels are achieved.
  6. The postholder will adopt a case management approach from receipt of Brokerage referral until care and support solution found and contract confirmed.
  7. To monitor and report on provider quality and performance including block contracts and make recommendations for improvements.
  8. To support the ongoing development of systems and processes which improve the performance and business processes of the Brokerage service.
- To be a source of advice and support within the care package, placement finding system, including expert knowledge of the care market and services available.



## Key responsibilities

9. Deputising for the Lead Brokerage Officer where appropriate, attending a range of meetings across Adult Social Care, Corporate Directorate, Children's Services, Public Health, Integrated Care Service (ICS), NHS and other authority meetings as and when required.
10. Identify vacancies for both routine and urgent admissions of residential and respite placements, day care and individual domiciliary care packages of care.
11. Allocate pre-commissioned block contracted resources effectively and efficiently to ensure the best use the resources available. Ensuring records are accurate, contracts run at optimal utilisation and void management is effective.
12. Accurate and effective management of block commissioned care home placements and homecare hours. 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.
13. Effective brokering of individual care packages for care homes and home care. An e-Brokerage platform will be used to purchase packages, develop service level agreements, and report on performance, data and market intelligence.
14. Ensuring accurate and effective capture and use of digital systems relevant to the overall Brokerage function (e-Brokerage, Mosaic, PAMMS, Care Cubed) within the commissioning department to provide insight, intelligence and purchasing power across Adult Social Care, partnership authorities and corporate services. This includes responsibility for updating e-Brokerage and Contracts Management System, also Case Management System such as Mosaic accurately, consistently and in a timely manner.
15. Providing accurate record of any current care deficit open to the Team, ensuring the presenting risk is accurate, clearly visible and narrative of mitigations available at all times. Analysis and ongoing review will be completed regularly to provide succinct overview of residual risks, opportunities, and mitigations. This will be escalated to Brokerage Senior Managers where appropriate.
16. Provide a consistent and efficient brokerage service for allocated client groups across Dorset which enables professional care management staff to be released from sourcing placements and the associated administrative functions and provides care managers and social workers with advice on market availability.
17. Liaise with individuals, their family or representative to discuss the brokered care and support offer available from the Council. Confirm care placements and bookings directly with the provider including issuing of contract documentation.
18. Identify savings and negotiate fees for specific placements/packages and where these are set above the Dorset Council rates to ensure that these are value for money and in line with corporate / directorate policy.
19. To undertake brokerage visits to provider organisations as part of the negotiation process and for market development purposes.



20. Liaise with the Quality and Contracts Team as part of the monitoring process alerting them of good and poor practice; obtain data information about issues of quality, contract compliance and registration status of care providers in order to achieve Best Value outcomes in the commissioning of care.
21. Liaise with CQC on inspections reports, specific queries about a care home and/or to seek a variation to accept specific needs.
22. To proactively develop strong links and excellent working relationships with key stakeholders both internally and externally that assist in support planning, improving workflows and ensuring package placements meet service user eligible needs in the most appropriate, cost effective setting. This includes social workers, providers, quality and contracts, commissioning, Dorset NHS, the community and third sector.
23. To support the implementation of digital solutions, such as e-Brokerage and Contracts Management Systems, increasing automation and decreasing manual intervention where possible.
24. To work closely with commissioners, quality and contracts leads to ensure development and compliance with the commissioning, procurement and call-off arrangements to ensure best value is achieved from the care market.
25. Assist in the collation and analysis of statistical information which supports reporting required by the Brokerage Team Leader and Service Manager including vacancies and fee levels within care homes, information of other authorities' out of county residential rates etc.
26. To develop and support the implementation of processes, procedures, policies and strategies as identified regarding delivery of Brokerage activities.
27. To maintain an up-to-date knowledge of the care market.
28. In line with Care Act requirements, Adult Social Care Reforms agenda and commissioning strategies, support development of effective information advice and guidance to support commissioning decisions regarding the provision of care services for self-funding individuals.
29. To ensure the following are proactively reduced:
  - a. block commissioned voids
  - b. off-framework, spot placements
  - c. the number of inappropriate high cost placements made
  - d. the lead times in making placements.
30. To quality assure and ensure consistent recording practice on Mosaic that will provide robust financial information for the budget forecasting and care charging purposes.
31. To actively contribute to the wider Commissioning Team's approach to maintaining and assuring care quality.
32. Effective relationships with Operational Social Care, and Health colleagues to keep them up to date with caseload as appropriate, including the outcomes of brokering efforts follow agreed principles and protocols. Actively seek resolution and clarification of any discrepancies or issues.
33. To ensure compliance with the Council and Adult Social care policies and procedures, and data quality assurance arrangements, and escalate exceptions to management.
34. Comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements including contract procedure regulations



35. Any lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

Reporting to: Brokerage Team Leader

Responsibility for: No line management responsibility.

### **Other factors**

36. The role is office based with some travel required to attend meetings and other service locations. Therefore, occasional access to a vehicle, being able to use public transport or the willingness to travel with DC colleagues may be necessary.
37. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
38. The postholder will need a current Basic Disclosure Barring Service Check in order to undertake the role.
39. In time, this team will operate across a 7-day service, therefore the postholder, and team, will work a rota pattern that involves some weekend working and 'early' or 'late' shifts that span the hours of 8am to 8pm in varying patterns.
40. Responsibility for ensuring the security of all confidential information within the office.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. NVQ Level 4 or equivalent	Application form
<b>Experience</b>	
2. Significant experience of working in a fast-paced brokerage function or equivalent social care setting / service	Application form
3. Experience of managing social care placements, including care and support planning	Application form
4. Experience of working with providers and managing relationship management	Application form
5. Experience of working with and manipulating financial data	Application form
6. Experience of contract and/or fee negotiation processes	Application form
7. Experience of working within a pressured environment with changing priorities and tight deadlines	Application form
8. A proven record of managing a variety of administrative roles within an office environment	Application form
<b>Knowledge</b>	
9. Knowledge of a range of IT systems and their use	Application form Interview Assessment
10. Knowledge of social care legislation including but not limited to the Care Act 2014 and how it relates to commissioning activities	Application form Interview Assessment
11. Knowledge of the local care market	Application form Interview Assessment
<b>Skills and abilities</b>	
12. Awareness of service requirements and developments regarding Older People, people with a learning disability, mental health needs and / or physical disability	Interview Assessment
13. Awareness of the principles underpinning the Council's constitution, financial regulations and contract procedure regulations	Interview Assessment
14. Brokerage, negotiation and contract management principles	Interview Assessment
15. Financial analysis skills	Interview Assessment
16. Negotiation skills	Interview





	Assessment
17. Ability to think creatively and work from own initiative	Interview Assessment
18. ICT skills including accurate keyboard skills	Interview Assessment
19. Verbal and written communication skills	Interview Assessment
20. Interpersonal skills	Interview Assessment
21. Organisational skills	Interview Assessment
22. Time management skills	Interview Assessment
23. Ability to build effective, positive working relationships with both internal and external stakeholders in sometimes challenging circumstances	Interview Assessment
24. Ability to challenge decisions	Interview Assessment
25. Ability to manage workload and prioritisation of team workload	Interview Assessment
<b>Our values</b>	
26. Respect	Interview Assessment
27. Together	Interview Assessment
28. Accountability	Interview Assessment
29. Openness	Interview Assessment
30. Curiosity	Interview Assessment
<b>Other</b>	
31. Ability to fulfil the travel requirements of the post	Application form
32. A Basic DBS check is required	Application form



## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
33. Financial qualification (i.e. AAT)	Application form
34. Management qualification	Application form
<b>Experience</b>	
35. Experience of working within a customer care environment	Application form
<b>Knowledge</b>	
36. Knowledge in relation to the regulatory framework for social care services including the role of the Commission for Social Care Inspection and the Health Care Commission	Application form Interview Assessment
37. Knowledge of a range of IT systems and their use	Application form Interview Assessment
<b>Skills and abilities</b>	
38. Analytical skills	Interview Assessment

## Approval

Manager's job title: Head of Service for Commissioning for Older People, Prevention & Market Access

Date: November 2022

