

Job Description

Job Title	Senior Brokerage Officer
Directorate	Adult Social Care and Health
Service Area	Adult Access
Grade	7
Competency Level	2
Salary	£40,777 - £46,142
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS check
Job Evaluation Ref No	A9569

Job Purpose

To lead a team of brokerage officers and to directly broker services to find the right care and support solutions for people as part of a care and support brokerage process. Working closely with the Adult Social Care and Health Directorate's Commissioning Team, Social Care assessment staff, NHS colleagues and with organisations that provide care you will directly arrange, co-ordinate, negotiate and broker the delivery of packages, placements and supporting social care services, in response to identified needs.

Directly Responsible For:

Brokerage Officers

Directly Responsible To:

Brokerage Team Leader

Main Areas of Responsibility:

- To provide direction and decision making, where required, to assist the Brokerage Officers to successfully secure appropriate services to support people within the community
- To act as a lead for a specific portfolio of the care market, and to support other portfolios as required
- To flexibly manage the resources of the team to meet the requirements across all three brokerage portfolios
- To ensure that there are high quality, compliant service purchase agreements for all services and placements brokered
- To direct brokerage officers and support searches for complex placement for care services
- Develop and maintain relationships with providers to become familiar with services in order to ensure that clients are matched to appropriate services, and to resolve issues
- Develop and maintain relationships with referral sources, to raise awareness of referral processes and available support, and to act as brokerage between referral sources and providers
- Provide an effective interface across health and social care teams, advising on contractual and market management issues, and providing relevant reports, with a view to supporting value for money decision making and securing best outcomes for customers
- To scrutinise provider cost information and negotiate with providers directly regarding the cost of bespoke cost services
- Visit providers to establish and maintain positive working relationships

- To escalate any concerns relating to the delivery of the brokerage service to the Brokerage Team Leader
- To escalate any concerns relating to individual care services, or the functioning of the care market more widely, to the relevant Strategic Commissioning Manager
- To provide support for contract management meetings as directed
- To represent the brokerage service at meetings with partners, including health colleagues, providing relevant information in advance where required
- Embed customer service excellence within the team through contributing to the design of customer focussed processes
- To support the further development of the Brokerage Service, including system implementation and business process changes
- To ensure high level of recording and confidentiality is maintained in all aspects of work

Supervision and Management Responsibility:

- To complete individual supervision sessions with brokerage officers to promote the development and maintenance of high standards within the team in accordance with the Councils and the Service's values and behaviours.
- Motivate and develop the team through learning opportunities that ensure the competencies and professional practice required to achieve the aims and objectives of the service are met.

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role will involve sitting at a desk for long periods and spending time on the telephone, reviewing information on screen and ensuring accurate record keeping

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A Level/NVQ Level 3 business qualification or equivalent experience (A)

Experience

Essential

- Knowledge and experience of working in a Social Care or Health Environment (A,I)
- The ability to build and maintain relationships (A,I)
- Experience of using IT systems e.g. Microsoft Word, Excel etc (A,I)
- An understanding of the needs of people requiring care and support and driven by ability to help meet their outcomes in a strength-based way (A,I)
- Experience of delivering customer focused services that involve people who receive care and support services (A,I)
- Understanding the importance of cost effectiveness in the delivery of services (A,I)
- Experience of using a care management system preferably Liquid Logic/Controcc (A,I)
- Ability to navigate data, for example through systems like Power BI (A,I)

Skills/Abilities



Essential

- Ability to communicate effectively both orally and in writing in a manner which is clear, fluent, jargon-free and readily understood by colleagues and customers at all levels (A,I)
- Good numeracy skills - able to calculate/check/produce figures/statistics where required (A,I)
- Able to work using own initiative and collaboratively with others to achieve outcomes (A,I)
- Effective IT skills with ability to confidently use MS Office systems and to input, retrieve and analyse data from IT systems and databases (A,I)
- Ability to deliver to expected standards within time scales set by manager (A,I)
- Ability to prioritise caseload to meet conflicting deadlines (A,I)
- Ability to work as part of team and has a clear understanding of team working (A,I)
- Ability to build and develop effective relationships at all levels of the organisation, and with customers and suppliers (A,I)
- An understanding of security issues relating to data sharing with other agencies (e.g. Caldicott Guardian, data protection) (A,I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- In order to deliver the service effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade
- To deliver council's commitment to equality of opportunity both in the provision of services and as an employer. All staff will be expected to promote equality in the workplace and in the services the council delivers

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level