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# Job Description

**Directorate: Adult Social Care and Health Department: Adult Social Care**

**Section: Brokerage Team**

**Job title: Brokerage Manager (all adults)**

**Reports to:** Head of Integrated Rehabilitation

**Purpose of the job**

Brokerage is a key part of the operational delivery of Adult Social Services. The role of the Brokerage team is to effectively broker services, within commissioning arrangements, as agreed in the care and support plans achieving best value for money and finding the right services to meet individual needs.

The role of the Brokerage Manager is to manage the development of an effective service brokerage function across adult social care and when supporting the wider marketplace ensuring:

* Effective micro-commissioning of care and support services to meet assessed eligible needs in line with individual care and support plans;
* Accurate and timely recording of services to enable good data quality to inform budget commitment:
* Effective negotiating with providers to ensure value for money for each service.
* A good understanding of the market and working relationships with local providers to enable identification of gaps in provision to inform future commissioning.
* Good relationships with all teams across the directorate.
* A team culture that is focused on continual improvement.

**Focus:**

To lead/ co-ordinate and ensure successful delivery of self- directed support, for all age adults.

To manage and deliver a responsive brokerage service, in meeting the demands and changing needs of people accessing adult social care.

To manage the brokerage resources available, including the RAS system support tool.

To be a personal budgets and direct payments champion, supporting trusted partners and wider health and social care staff, regarding learning and development.

To ensure that people’s needs are eligible for support and that the support arranged through the self -directed support plan enables the outcomes identified in the assessment to be achieved.

To ensure that the resource allocation model for accessing customer funding is being applied accurately by the brokerage co-ordinators.

To be the voice of people, who are assessed as suitable to take up a personal budget or a direct payment provide appropriate challenge to workforce, when quality falls below standards expected.

To ensure that the discharge pathways represent a clear brokerage offer, supporting people home, first time, every time.

To have oversight of brokerage budget monitoring and forecasting responsibilities.

**Principal accountabilities**

Implementation

The Brokerage Team operates across Adult Social Care and Bexley Care, supporting adults with physical, mental, or learning disabilities to access appropriate care and support services following an assessment of need. This includes both commissioned services and personalised budgets that enable residents to manage their own care arrangements.

As Brokerage Manager, you will lead and support the development of Adult Social Care pathways we are moving towards aligning to three Local Care Networks (LCNs). You will take a lead role in supporting one LCN directly, while maintaining strategic oversight and operational consistency across the other two. This ensures a cohesive and responsive brokerage offer borough wide.

You will manage and support two Senior Brokerage Officers who oversee the day-to-day operations of the service, including supervision of Brokers and Coordinators. Seniors also operate on a rota to manage placements and commissioning of care packages, including hospital discharges, ensuring timely access to accredited providers. Your leadership will ensure that attention to detail, quality assurance, and person-centred care remain central to all brokerage activity.

Multi agency working is an essential part of the role as we work closely with partners in primary care, the acute hospitals, care providers, and adult social care staff.

Relevant experience in this field is required.

To ensure that people’s needs are eligible for support and that the support arranged through the self -directed support plan enables the outcomes identified in the assessment to be achieved.

Experience in all adult’s finance management, forecasting and monitoring of activity.

To liaise and negotiate with trusted partners/ independent sector providers, key voluntary organisations and service commissioners

Good understanding of community resources.

Good understanding in how the RAS works and in monitoring its spend including its annual review with key partners.

Determine the workload of the Team by setting priorities, allocating work, being responsible for case load management to ensure effective use of time and resources so as to meet the set targets

To ensure that staff supervised are entering the data on Liquid Logic accurately in a timely manner and provide the required monitoring data to the manager as requested for the directorate’s annual returns.

To inform the Head of Service and Associate Director of the Commissioning Team of issues which may affect service delivery and returns so as to implement early intervention so that the council’s performance does not fall below an acceptable level.

Establish and maintain a system for recording queries regarding reviews that are raised by independent sector providers, key voluntary organisations and Bexley Council, Bexley Care Trust and Oxleas NHS Foundation Trust staff, so as to keep a record of the information required and address any issues that may pose a potential risk to the performance targets.

Review individual budgets, three months from inception to ensure that the monies are used appropriately and there are no outstanding quality issues. Arrange for review to be handed over to the Care Audit Team.

Organisational Control and Development

To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Develop and maintain systems to measure performance against set targets and performance indicators.

To provide leadership, supervision and support to the team Staff Management and Development

To ensure that staff are recruited, managed, appraised and developed, and that effective arrangements are made for the training and development of all staff within the department so as to meet service needs and to provide equality of opportunity for all employees.

Personal Effectiveness

To be fully conversant with the relevant statutory provisions of the Council’s constitution and

business process so that the appropriate advice and support may be given to senior managers.

To develop the full range of professional skills and knowledge to satisfy the requirements of the post

To attend training as necessary to develop knowledge and skills

# Person Specification

**Directorate: Adult Social Care and Health Department: Adult Social Care**

**Section: Brokerage Team**

**Job title: Brokerage Manager (all adults)**

**Job Family: Management 1**

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| **SELECTION CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT****(see key )** |
| (a) **Education and Formal Training**A relevant qualification in a social or health care profession is preferred or extensive relevant professional experienceNVQ Level 4 qualification (or equivalent) in a relevant field such as; Health & Social Care (Adults), Leadership and Management for Care Services, Care Services Management.Level 4 Diploma in Adult Care (RQF) (This qualification should demonstrate advanced knowledge of adult social care, service commissioning and team leadership) | **E**  **E** **D** | **A****A****A** |
| (b) **Relevant Technical Experience and Knowledge**Experience of working in social services/health service in a residential service or community setting.Experience of hospital discharge practice and the issues arising.Experience of assessing and reviewing personal social care services and of inter-agency working.Experience of writing letters and reportsExperience of liaising with people at all levels within either the Council or other health, social care or voluntary organisationsExperience of managing staff and supervisionExperience of meeting time limits and deadlines Experience of contract fee negotiationsA commitment to the delivery of high quality services to clientsAbility to work flexibly as may be required to travel across the borough to attend meetings / outside the borough to attend meetings and reviews | **E****E E****E E****E****E E E****E** | **A****A A****A A****A/I****A/I/AT A/I A/I/AT****DL/A** |

KEY:

I = Interview A = Application Form AT = Ability Test DL = Driving Licence

**Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.**

**High Performance Indicators**

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| **Values** | **Behaviours for staff** | **Behaviours for managers** |
| **Innovation** | I respond flexibly and adapt to changing demandsI am prepared to take managed risks to achieve better outcomesI ask ‘What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo | I routinely look for innovative and cost- effective ways to improve performance and customer serviceI champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the futureI take calculated risks based on available evidence and my professional judgement to learn and try new things |
| **Leadership** | I demonstrate a clear sense of purpose and direction, in line with organisational objectivesI am willing to take difficult decisionsMy personal actions promote a positive image of Bexley | I take responsibility for my service and for making things happen to make a difference to my service usersI create an environment where staff can thrive and show I value and trust staff, give praise and recognise good workI inspire, lead and encourage staff to move forward |
| **Collaboration** | I show respect for others and value contributions from internal and external partners and customersI recognise the right solution, regardless of who initiated itI seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver | I encourage the feeling that the team is a collective unit with shared goalsI engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One CouncilI network internally and externally |
| **Listening and Responding** | I acknowledge other people’s viewpoints and work with them to find a win-win solutionI prepare and present information anticipating questions and problemsI adapt my style to the audience and their needs, using the most appropriate communication channels | I seek regular service user feedback and review customer data to shape service improvementsI ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on themI *e*mpower staff to make decisions and changes to improve value for money, customer service and productivity |
| **Open and Accessible** | I see issues from the customer / user perspectiveI monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needsI seek to build and maintain positive relationships with customers and partners | I am accessible to my service users, customers, staff and MembersI communicate and share a clear vision for the bigger picture as well as specific service areasI outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations |
| **Impact** | I prioritise my activities and resources to focus on those which have the most impact for residentsI take responsibility for making things happen and achieving my objectivesI make decisions and clear recommendations based on my | I design services that provide value for money and deliver our outcomes, informed by evidenceI produce, prioritise and adapt plans to meet changing requirementsI set interim goals to achieve notable wins on the way to larger objectives |

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|  | professional opinion, experience, and informed by a range of information and evidence | I deal with poor performance |