Job Description

Management Grouping: Adult Social Care

Department/Section: Community Commissioning Team

Job title: Care Broker

Reports to: Senior Brokerage Co-ordinator

Purpose of the job

- Support the full range of adult social care customers to meet their care and support needs, by identifying services, self-directed support options and provide advice and guidance to individuals' as appropriate.
- To identify the local services both via commissioned and non-commissioned service options to meet an individual's assessed needs as outlined in their Care and Support Plan. This can be identifying a care home or supported living placement, as well as day care and respite options.
- When identifying services, attention should be given to an individual's wishes and choices, within the Council's policies.
- Identify and facilitate the choice for individuals' and be able to support them in making choices between services or to take a Self-Directed Support option.
- To promote the use of self-directed support (Direct Payments, Individual Service Funds etc) and how these can benefit people to 'Live a Life' and not a service.
- To provide on-going assistance, where required, to support individuals in the management of their direct payments/self-directed support if required.
- To act as a point of contact for colleagues in what services may be appropriate to meet an individual's needs and circumstances.
- To complete Brokerage Review for those individuals' who have recently started a new home care package.

Principal accountabilities

- To inform customers and/or guardian(s) of the choices available in Self-Directed Services and support an individual in the application process.
- To inform customers and/or guardian(s) of the choices available within the service options identified in their care and support plan, so they understand the choices available to them, as well as the Council's Policy on choice.
- Develop and maintain an extensive knowledge of available resources and maintain links with partner agencies in order to offer the broadest range of options to people in developing their care and support options.
- To be aware of what is available within the local community, identifying and utilizing existing Information and resources.
- To offer all eligible individual's technical advice on the various aspects of self-directed care, ie, on payroll, recruitment, accounting, employment and appropriate law and dispute resolution or be able to signpost them appropriately.

- To be able to provide individuals', their families, and Attorneys an outline of the charging process and how their contribution will be assessed etc.
- To clarify the person's needs and expectations as part of the process of developing a range of services to meet the person eligibility needs following a Care Act Assessment, that are within their individual budget setting process or category of care, service type identified in their care and support plan.
- To engage and support individuals in developing a vision of how they wish to live and identify solutions to meet their needs and wishes.
- To work to enable individuals to access community resources and open up the social care market to a much more diverse range of services.
- Ensure that customers are using the allocated funding to meet their assessed needs, which take account of their wishes, choices and the Council's policies and procedures.
- You will ensure that individuals are fully aware of what care and support they are going to access, costs and their contribution to these arrangements and when these arrangements should start etc.
- To complete Brokerage Review for those individuals' who have recently started a new home care package to ensure its appropriate to their needs and circumstances, is meeting their needs, and any issues of concern are identified and resolved.

Organisation, Control & 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.

Personal Effectiveness

- To present timely and relevant advice and information to Managers and to ensure that any sensitive issues are escalated to the team and line manager.
- To deal promptly with all matters requiring the post holder's personal attention.
- To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in education, health, social care, and the independent and voluntary sectors.

Person Specification

Management Grouping: Adult Social Care

Department/Section: Community Commissioning Team

Job title: Care Broker

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)*
(a) **Education and Formal Training**		
Brokerage Training (or willingness to undertake)	**E**	**A**
Health/social care qualifications or DIPSW equivalent, NVQ level 4 or substantial experience	**D**	**A**
(b) **Relevant Technical Experience and Knowledge**		
Experience of co-ordinating resources	**E**	**A**
Experience of working with people with social care needs (e.g. learning disability, physical disability, mental health, older persons and end of life/palliative care)	**E**	**A**
Experience of working in a multi-agency environment Has	**E**	**A**
a working knowledge of the social model of disability	**E**	**I**
Knowledge of the safeguarding interventions, able to recognise signs and symptoms of abuse and to respond effectively	**E**	**I**
Understands the aims and principles of self-directed support	**E**	**A/**
Understands the main responsibilities and structures of health and social care	**E**	**I**
Understanding of Person Centred Care and Support Planning approaches and has the skills to facilitate these processes.	**E**	**A/I**
Understanding of the Mental Capacity Act	**E**	**A**
Understands different forms of communication and possesses the skills to address communication barriers.	**E**	**A/**
Awareness of the local resources available in the community Awareness	**E**	**I A**
of the welfare and benefits system	**D**	**I**
Awareness of employment issues and legislative framework	**D**	**I/**
		A I

***Selection Method key:**

I = Interview	**A = Application Form**	**AT = Ability Test**
PQ = Personality Questionnaire	**P = Presentation**	**PE = Practical Exercise**

High Performance Indicators:

Post Title: **Care Broker**	**Job Family:** **Professional 2**	**Grade:** **BEXLEY 10**
Posts in this job family require a professional background and will include post qualifying entry level posts. These jobs will provide professional services within a defined discipline and may refer to professional 1 jobs for advice on more complex matters.		

Values	Behaviours for staff
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley
Partnership	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels
Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence

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