

London Borough of Bexley

Job Reference: ASC0000083

Job Description

Management Grouping: Adult Social Care

Team: Brokerage & Commissioning

Post Title: Brokerage Co-ordinator

Reporting to: Brokerage Manager & Senior Brokers

Location : Civic Offices Bexley

Contract: Temporary post for 6 months only (With Option to extend)

Major Duties and Responsibilities:

- To source care package requests from hospitals from our main provider list prioritising to our LCN lead providers within a 24 hour time frame – in emergencies such as Rapid and hospital discharges source same day support.
- To provide interim care support for rapid care packages and D2A packages.
- To provide information and record keeping of client records to Providers taking responsibility for safe transmission and confirmation of start date.
- To complete agency schedules and load service provision in a timely way.
- To provide general administrative support within the Team
- To understand confidentiality and GDPR

Job Activities:

Brokerage and Care Services

- To facilitate all care packages that come through, placing in a timely way to insure discharges from hospitals are not delayed.
- To maintain accurate records and undertake all administrative action relating to provision of care, including keeping spreadsheets up to date.

Referrals/Enquiries/Queries

- To respond to enquiries from hospital teams and other Social Services teams regarding updates on packages of care requested.
- To case note relevant queries and insure agency details and start dates are added.

Office Services

- To provide general administrative and clerical support to members of the Brokerage Team
- To compile/collate statistical information as required – Use of spreadsheets and keeping information up to date.
- To undertake other duties at a level of responsibility appropriate to the grading of the post as may be required from time to time
- To participate in team meetings as required

Person Specification

Management Grouping: **Adult Social Care**

Team: **Brokerage & Commissioning**

Post Title: **Brokerage Co-ordinator**

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
<u>Education and Formal Training</u>		
Good standard of general education	E	A
<u>(b) Relevant Technical Experience and Knowledge</u>		
General office/clerical experience	E	I/A for all
Previous experience of working with the public Good customer care skills	E	
Good written and oral communication skills including telephone	E	
Thorough knowledge of word processing, spreadsheet and database packages	E	
Detailed knowledge of electronic mail and diary systems	E	
Numeric skills	E	
Ability to prioritise and organise workload and time efficiently	E	
Flexibility	E	
Ability to work as part of a team	E	
Ability to work under pressure	E	
Sympathetic/tactful approach to dealing with clients	E	
Ability to maintain and understanding of need for confidentiality and to apply the Council's and Directorate's procedures and policies	E	
Postholders may be required to work throughout the Borough to meet the requirements of the service, either on a temporary or permanent basis.	E	
Relevant experience in social care	E	

Knowledge/interest in Social Services	D	
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KEY:

I = Interview

A = Application Form

AT = Ability Test

Post Title: Brokerage Co-ordinator Job Family: Support Staff Grade: BEXLEY 06		
High Performance Indicators	Level	Description
Change and Innovation	A	I welcome change I am willing to implement new ways of working I respond flexibly to changing demands I am open to new information and ideas I am willing to question existing practice
Communicating and Influencing	A	I communicate clearly and concisely I take account of different peoples needs regarding communication channels and use the most appropriate I listen to others and ask questions to ensure I understand their views I acknowledge other peoples viewpoints I demonstrate well reasoned arguments
Achievement, Drive and Ownership	A	I work hard and show persistence to achieve goals I draw on my own energy and resources to stay active and motivated I take personal responsibility for meeting established work and personal development objectives I recognise where I need support and seek out help / advice where needed I ask others for feedback
Customer Orientation	A	I put customers first I recognise and respect diversity issues

		I identify and develop effective ways of working with internal & external customers I see issues from the customer perspective I treat customers as individuals, all with different needs I am responsive to customers, and follow through on queries or complaints
Partnership Building	A	I recognise the different partners involved in my work I work towards a win – win solution I show respect for others and value their contributions I build relationships that generate mutual trust and peace of mind I share relevant ideas and information with others I co-operate with others in achieving targets set for the service or organisation
Leadership	A	I ensure individuals / teams understand their role, objectives and how they fit in with broader organisational goals I keep the team informed about what is happening I explain the reasons for decisions I monitor performance standards, and take action as appropriate
Political Awareness	A	I understand the formal structure and roles of Members and officers I understand and comply with rules, regulations and policies including political protocols and the political agenda My personal actions promote positive images of Bexley
Breakthrough Thinking	A	I identify potential problems or issues through recognising simple patterns in information, or through cause and effect I make decisions and address issues based on analysis of available information I recognise the importance level of a decision, and ask for additional advice and support when necessary
Using Technology	B	I use relevant technology to improve my own work productivity
Professional Knowledge	B	I am independently able to perform some areas of my own professional specialism I have sufficient knowledge of my own area to guide others

Understanding Regulatory Requirements	B	I understand Bexley policy and procedures, and relevant external regulations
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Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.