

**London Borough of Bexley**

**Job Reference: AS00000010**

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## **Job Description**

**Directorate:** Adult Social Care  
**Department/Section:** Brokerage Team  
**Job Title:** Brokerage Co-ordinator  
**Reports to:** Brokerage Manager & Senior Brokerage

### **Main purpose of the job:**

To support people to identify and commission resources that enable them to choose the best support options that fit their assessed eligible needs.

To provide on-going assistance, where required, in supporting individuals in the management of their services.

### **Principal accountabilities**

To inform customers and/or guardian(s) with the choices available in Self-Directed Services and support an individual in the application process.

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 Service Users in developing their support packages.

To be aware of what is available within the local community, identifying and utilizing existing Information.

To offer all eligible customers technical advice on payroll, recruitment, accounting, employment and contracting law and dispute resolution or be able to signpost them appropriately.

To clarify the person's needs and expectations as part of the care manager's assessment eligibility criteria under The Care Act

To engage and support service users, in developing a vision of preferred lifestyle and find solutions to meet their requirements and needs.

To Manage hospital discharges from the acute sector, liaising with health colleagues.

To work to enable individuals to access community resources and open up the social care market to a much more diverse range of services.

Ensuring that customers are using the allocated funding to meet their assessed needs

Develop, budget and commission, in partnership with Service Users, packages of support tailored to an individual's particular needs and requirements.

To ensure that a service user is fully aware of what care they are going to receive and when

#### 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.

#### Personal Effectiveness

To present timely and relevant advice and information, to Managers and to ensure that the team is advised on sensitive issues.

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 services, Independent and voluntary sectors.

# Person Specification

Directorate: Adult Social Care

Department/Section: Community Commissioning Team

Job title: Brokerage Co-ordinator

Selection Criteria	Essential/ Desirable (E/D)	Selection Method (see Key)
<b>(a) <u>Education and Formal Training</u></b>		
Experience with Direct Payments, Placements – Older people and LD including Supported Living.	E	A
Health/social care or DIPSW equivalent, NVQ level 4	D	A
<b>(b) <u>Relevant Technical Experience and Knowledge</u></b>		
Experience of co-ordinating resources	E	A/I
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	I
Experience of working in a multi-agency environment	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/I
Understands the main responsibilities and structures of health and social care	E	A/I
Understanding of Person Centred Planning and approaches and has the skills to facilitate these processes	E	I
Understanding of the Mental Capacity Act	E	A/I
Understands different forms of communication and possesses the skills to address communication barriers.	E	A/I
Awareness of the local resources available in the community	D	I
Awareness of the welfare and benefits system	D	I/A
Awareness of employment issues and legislative framework	D	I
Awareness of data protection and confidentiality issues.	D	I
Awareness of legislation relating to Equal Opportunities	E	A/I



Ability to travel across borough, access to a motor vehicle geographical	E	A/I
Ability to assist the individual, their family/carers, and support team members in the review process	D	I

Selection method key: A = application form

I = Interview

T=Test

#### High Performance Indicators:

**Post Title: Brokerage Co-ordinator**

**Job Family: Professional 2**

**Grade: BEXLEY 10**

High Performance Indicators	Level	Description
Change and Innovation	C	<p>I actively seek new ideas and opportunities to challenge the status quo,</p> <p>I generate solutions to improve performance</p> <p>I help others to adapt to and implement change</p> <p>I borrow good ideas from other organisations and adjust them to my customer or service area</p>
Communicating and Influencing	C	<p>I use a range of influencing techniques, sometimes using more than one to work towards my goal</p> <p>I prepare and present information anticipating questions and problems</p> <p>I convey complex information to a varied audience</p> <p>I emphasise risks / benefits</p>
Achievement, Drive and Ownership	C	<p>I continuously ask 'how could I make this better?' to ensure I adapt and make improvements</p> <p>I actively seek opportunities to develop myself</p> <p>I set myself stretching targets</p> <p>I look ahead and identify potential problems and take actions to manage them</p>
Customer Orientation	B	<p>I monitor customer feedback and level of satisfaction with the service they receive</p> <p>I make myself available to customers, ensuring they know how to contact me</p> <p>I take responsibility for correcting customer concerns promptly, without judging others</p> <p>I offer ideas to enhance the development of customer centred services / solutions</p>

		I seek to build and maintain positive relationships with customers
Partnership Building	B	<p>I help ensure there is a common understanding of responsibilities / expectations</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I encourage contributions from others to help reach the best conclusion</p>
Leadership	B	<p>I set a clear direction and maintain focus</p> <p>I translate strategies into understandable objectives and action plans</p> <p>I work with individuals to set clear performance objectives</p> <p>I encourage and support team members to solve problems</p> <p>I openly celebrate our achievements within our team and with others</p> <p>I use coaching to help others critically and honestly assess their performance, to develop others and to encourage ownership</p> <p>I provide timely feedback to others on performance and progress</p> <p>I ensure development needs are met</p>
Political Awareness	B	<p>I recognise organisational and group norms and customs</p> <p>I apply my understanding of how things are done to deliver services and work effectively with others</p> <p>I deal with Members queries appropriately</p> <p>I reinforce political protocols with others, where appropriate</p>
Breakthrough Thinking	B	<p>I take a fresh look at situations to identify potential opportunities or issues</p> <p>I conduct research to gain evidence prior to making a decision</p> <p>I make decisions and clear recommendations based on a range of information</p> <p>I probe to find the underlying cause of an issue</p> <p>I look for gaps or inconsistencies in information, and investigate further to clarify the situation</p> <p>I integrate risk and contingency into decisions and plans</p>
Using Technology	B	I use relevant technology to improve my own work productivity
Professional Knowledge	C	<p>I am able to perform all areas of my own professional specialism</p> <p>I keep up to date on developments</p>
Understanding Regulatory Requirements	C	I keep abreast of internal requirements and external legislation changes as they relate to work / service, and assess the likely impact

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

