

London Borough of Bexley

Job Description Questionnaire

Management Group: Complex Care

Department/Section: Brokerage Team

Job Title: Senior Broker

Reports to: Brokerage Manager

Grade: I3

Post holders name (if applicable): Regrade request 0000089490 and 0000002313

I. Purpose of the job

To supervise and manage the work of the Brokerage Team on a day to day basis, deputising for the Brokerage Manager in their absence. Ensuring that all urgent or immediate requests are supported and dealt with to avoid delays to hospital discharges.

Supervise a group of Brokers and oversee their day to day work and personal development.

Have an expert knowledge of the care and support options available locally to meet peoples eligible care and support needs, including options for self-directed support (Direct Payments). Identify gaps in the provision and report these to the Commissioning Manager.

Ensure the Council meets it's statutory duties under the Care Act in relation to meeting eligible care and support needs, including demonstrating our compliance with the choice directive.

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.

Ensure that peoples wishes, choices and needs are central to how their care and support requirements are met, and they are fully involved in the process.

Understand the range of care and support services available, including options for self directed support (Direct Payments), and the Care Act statutory guidance the service is required to operate within.

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

2. Dimensions

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned.

The post holder will be responsible for negotiating individual payments which can vary in value, negotiation of fee rates for care homes within Bexley's price point which are outside of Bexley's block contracts.

- (a) The post holder will support the budget forecasting for care provision and advise on financial pressures, trends and negotiations to inform forecasting.

- (b) The post holder will support budget mitigation projects and actions including the underutilization of funds and debt recovery.
- (c) The post holder will have oversight of key processes that support us to understand our spend using our systems to ensure loading of the services are completed in a timely way and will include applying yearly uplifts.
- (d) Yearly spend for Homecare, Care Homes, Respite Daycare and LD services is £61.5 million.
- (d) Number and grading of staff that the post holder will either directly or indirectly supervise.

5 Care Brokers grades 10 and 11

- (e) Any other statistics relating to the post.

To ensure the targets for placing and starting care arrangements are maintained and action taken when providers or the team fall below the expected standards. Particularly monitoring care and support arrangements that facilitate a hospital discharge to avoid any delays and potential risks associated with longer hospital stays.

3. Hardest part of the job

The hardest part of the work is the balancing of the range of responsibilities and deciding what is the priority at any moment in time. There are several areas of demand on the Senior post. They are:

- a) Ensuring staff are operating the agreed processes and meeting the timescales set out in our processes / service specification.
- b) Balancing the needs of residents, with the needs of the providers.
- c) Management of complaints and concerns while brokering care.
- d) Meeting the need of our partners in health by achieving ambitious hospital discharge targets and maintaining the Councils position as a high achieve authority from delayed transfers of care.
- e) Key participant in the regular TOCC meeting with colleagues in the acute sector, so the Council meet it's responsibilities under current guidance to ensure the flow of people out of hospital into appropriate care and support arrangements.
- f) Responding to the urgent need to support our acute colleagues when hospitals are under pressure due to admissions and numbers of people at Emergency Departments.

4. Principal accountabilities

Implementation

The Brokerage and Commissioning Team works across Adult Social Care/ Bexley Care to support adults with physical, mental or learning disabilities to access care and support services following an assessment of their needs, either by way of a commissioned service on their behalf, or by supporting residents in managing their care arrangements through the provision of a personalised budget. :Ensuring that customers are using their personal budgets to meet assessed need and they are safeguarded from financial abuse. Calculating payments to match the agreed outcome. Ensuring that

appropriate placements are sourced to meet the person's needs and conversations are had around funding legislation.

Achieving ambitious financial targets.

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 to meet locally agreed targets by way of weekly allocations to the team for all referrals that come through via the Strength based forum. To ensure staff supervision is recorded accurately in a timely manner and provide the required monitoring data to the Manager as requested for the Directorates annual returns.

To inform the Brokerage Manager any issues which may effect service delivery, which include Block beds in care homes and Interim beds for our discharge colleagues.

Establish and maintain a system for recording queries regarding reviews that are raised by Independent sector providers, key voluntary organisations and Bexley Care, 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, 3 months from inception to ensure that the budget is used appropriately and there are no outstanding quality issues. Arrange for the next review to be handed over to the relevant LCN.

Organisational Control and Development

Applies to most posts

- (a) 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.
- (b) 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.
- (c) Develop and maintain systems to measure performance against set targets and performance indicators.
- (d) To provide leadership, supervision and support to the team.

Staff Management and Development

- (a) To ensure that staff are recruited, inducted, 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 in conjunction with the Brokerage Manager.

Personal Effectiveness

- (a) To be fully conversant with the relevant statutory provisions of the Care Act and the Council's constitution and business process so that the appropriate advice and support may be given to senior managers.
- (b) To deal promptly with all matters requiring the post holder's personal attention.
- (c) To attend training as necessary to develop knowledge and skills.

- (d) To develop the full range of professional skills and knowledge to satisfy the requirements of the post.

5. Organisation

- (a) Insert or attach an organisation chart that shows clearly the job, immediate supervisor, their supervisor (where applicable), colleagues who also report to the immediate supervisor and the jobs subordinates, giving full job titles.
- (b) The post holder has supervisory responsibility for 5 Care Brokers and needs to ensure that throughout the week / month that adequate staff are in place to manage the demand of the service, particularly around Annual leave and sick leave and any other key points throughout the year. To complete a monthly rota for duty cover each day.

Ensure that the team make all the required entries into the Council data base in a timely manner to ensure that all financial commitments are captured and included in the budget forecasting and any back dated charges that may arise are included.

In addition, there will be ad hoc meetings on specific issues as required.

- (c) Briefly describe the nature of the reporting relationship that exists between the post and the post for which it is accountable. Where the post has a reporting relationship to Members the nature of this should also be described.

The post holder reports to the Brokerage Manager and will be expected to support with answering Member enquiries and complaints within the timescales.

6. Additional Information

Briefly explain any aspects of the job which have not been adequately covered in previous sections and which may be important in understanding the various duties. Include also any temporary duties.

The post holder will be expected to deputise in the absence of the Brokerage Manager and be able to make decisions and where necessary report issues of concern to the Associate Director.

7. Supplementary Information (optional)

It would greatly assist the Job Evaluation Panel members if you could accurately answer the following questions. Completion of this section will save time at the Panel meeting.

- **Where work organisation has differed from previous arrangements and why (if appropriate)**

Additional post to manage the in house brokerage and care co-ordination team in line with the Government's Personalisation Agenda and ASC service transformation agenda and proactively supporting the acute trusts.

- **The nature and level of decision making attached to the post, (please provide some specific examples)**

Ensuring that the LCN lead provider model is offering a good service and meeting the needs of our residents and there is value for money. For example monitoring of weekly hours as the new model involves advanced payments to the providers.

- **The boundary between decisions that can be taken at superior/subordinate level;**

In case of dispute with a care provider regarding care provided. Invoice disputes when care delivered does not match the charges made and resolving this, reporting issues to our Quality Assurance team or raising a safeguarding where appropriate.

- **The potential for mistakes to arise and the timescale between the error arising and being noticed via systems etc...**

The post holder will have regular supervision and decision making discussed with the Manager or Head of service. The post holder will be expected to report through Corporate Performance.

- **The nature and complexity of problem solving inherent in the post, what procedures or rules limit decision making, how often are new situations encountered.**

There are clear procedures in place to follow, however unexpected situations arise which require the post holder to make decisions about actions to be taken eg: client or family requires a change of provider at very short notice which could leave the vulnerable person without care or support because the relationship has broken down between them and the provider or a Care Home placement breaks down and notice is served.

Approval - We confirm that this questionnaire conveys a full and accurate description of the job as at *(insert date)*

Signed:

Manager_____

Date_____

Post holder_____

Date_____

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
(a) <u>Education & Formal Training</u> A relevant qualification in a Social or Health care profession is preferred Extensive relevant experience with budgets and budget forecasting.	E D	A
(b) <u>Relevant Technical Experience & Knowledge</u> <i>Supervisory experience preferred but training will be offered.</i> Experience of hospital discharge practice and the issues arising. Experience in liaising with people at all levels within either the Council or other health, Social care and voluntary organisations. Experience in meeting deadlines and time limits. Experience of fee negotiations. A commitment to the delivery of high quality services to clients.	D E E E D E	A/I A A/I A

Knowledge and understanding how to use/create excel spreadsheets.	D	AT
(c) <u>Relevant Skills & Abilities</u> <i>Include here the relevant skills and abilities required to effectively carry out the functions of the post</i> Experience in meeting time limits or deadlines. Ability to work flexibly across the Borough to carry out visits to clients and acute settings. English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone: • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E D E E E E E	A/I A A/I A A A
(d) <u>Other Additional Requirements</u> <i>Enhanced DBS required for the post.</i>	E	

KEY:

I = Interview

PQ = Personality Questionnaire

DBS = Disclosure & Barring Service

A = Application Form

P = Presentation

DL = Driving Licence

AT = Ability Test

PE = Practical Exercise

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

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
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	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I 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 objectives I am willing to take difficult decisions My 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 users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	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	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally

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	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower 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 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	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I 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 residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance