

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Adult Social Care / Commissioning for Complex Needs
POST:	Specialist Brokerage Officer
GRADE OF POST:	GR13
RESPONSIBLE TO:	Social Work Lead – Adult Social Care

JOB PURPOSE:

The role involves co-ordinating the newly re-commenced Commissioning for Complex Needs work programme. This includes leading on milestone planning, work planning and preparing reports which includes financial tracking.

The Specialist Brokerage Officer will be responsible for maximising the market for placements. The Specialist Brokerage Officer will use existing frameworks/contracts and market knowledge to secure placements for individuals; with a focus on ensuring that evidenced and strengths-based assessments underpin the commissioning of placements.

Individuals will be referred to the Specialist Brokerage Officer by operational social work teams and/or other professionals. The role of the Specialist Brokerage Officer will be to examine all request for placements, ensuring proportionate and appropriate placements are sought.

Leading negotiations with providers, the Specialist Brokerage Officer will ensure all placements undergo a process of financial scrutiny and negotiation to ensure value for money.

Financial tracking and oversight of finances relating to the project will be a key role.

The role involves working with staff at all levels and key stakeholders from across the partner organisations of the Council.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To support the delivery of the Progression Model throughout all commissioning activity, focused on individual strengths and evidenced needs in order to make the best use of resources available.
- To design, manage and maintain the new Commission for Complex Needs specialist brokerage process, which responds to specialist brokerage requests sent by social work teams and/or other

professionals. To undertake quality assurance and high-level scrutiny of all brokerage requests.

- Develop and maintain effective procedures within the specialist brokerage process. This will include responsibility for the maintaining accurate complex financial information and tracking. To develop and maintain electronic records and data which provide an audit trail.
- To offer expert advice, information and support to social work practitioners to enable them to commission the appropriate choice of service provision which is proportionate to the individual's assessed needs. To ensure a high level of knowledge on the outcome focused commissioning methodology.
- Lead the development of effective working relationships with providers suppliers across the market, social work teams and other professionals. To develop constructive relationships with provider organisations within a culture of openness and mutual co-operation.
- Have an understanding of the type, quantity and quality of the Health and Social Care market available for people with health and social care needs and contribute to a market management strategy for the relevant service areas, based on a sound understanding of the market.
- To lead negotiations with providers on the specific service requirements for individuals, through the presentation of evidence from the outcomes focused, strengths-based assessment to ensure proportionate use of resources, ensuring costings achieve best value and proportionate to evidenced need.
- Be responsible for collating and analysing information on the current cost of commissioning packages. Work collaboratively with provider organisations on individual and group packages of care to ensure all current and future packages are high quality and value for money.
- Provide statistical analysis and baseline provider costs, providing reasoning for the fluctuations.
- To work with brokerage colleagues on identifying gaps in the market and developing appropriate services in conjunction with commissioning colleagues.
- Be responsible for ensuring plans of care and support utilise proportionate resources (placements) to meet identified needs and maximising independence, contributing to the effective management of resources.
- To support the Social Work Lead in achieving the projects aims and objectives, supporting contracting teams to implement service improvements and efficiencies.
- To resolve financial queries relating to service provisions in a timely manner and escalate where appropriate.
- Maintaining up to date recordings on the electronic files, and relevant documents as required by the directorate and health board to deliver good standards for practice.
- Preparing for and participate in supervision and personal development reviews with line manager.
- Providing support, guidance and training to social work practitioners and other professional colleagues within the service on the outcome focused

commissioning methodology, through consultation, group work and mentoring.

- Keeping up to date with current legislation; best practice and case law and ensuring this is applied within practice in the service to support the delivery of continual improvement.
- To adhere to the All Wales Safeguarding procedures.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding and Quality Team or Children's Safeguarding Assessment Team.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

CRIMINAL RECORDS CHECK (WHERE APPLICABLE)

This post requires a criminal records check through the Disclosure & Barring Service (DBS)

Person Specification

Specialist Brokerage Officer

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	• Sound educational background to degree level or equivalent, or substantial experience of working in a commission or finance setting. • Project Management qualification (e.g. Prince 2; MSP). • A relevant qualification in health, social care, finance or related field or a management qualification.	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	• Management experience or relevant extensive practice experience in social care or health care. • Partnership and inter agency work. • Extensive experience of project management or finance or commissioning experience. • Knowledge of the Social Care and Well Being (Wales) Act 2014, particularly in relation to the contractual requirements of community care assessment. • Knowledge of other relevant legislation and policies and their implications for social care contracting and commissioning practice. • Knowledge of NHS Funded Nursing Care arrangements and NHS Continuing Health Care including MHA Section 117 Aftercare. • An in-depth knowledge of health and social care pathways.	Yes Yes Yes	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Knowledge & Experience (continued)	- Knowledge of procurement and contracting arrangements. - Good understanding of care costs and implications of financial regulations. - Proven experience of working in partnership with care providers to achieve outcomes.	Yes	Interview, application form, and selection process.
Skills & Personal Qualities	- Negotiation skills. - Analytical skills, including ability to analyse and interpret complex financial and written information. - An understanding of and ability to assess quality standards affecting the delivery of Social Care Services. - The ability to think strategically, innovatively and creatively. - Excellent verbal and written communication skills, particularly report writing. - An ability to work with participation of service users and carers and in partnership with providers. - Self-motivated with the ability to use own initiative. - Understanding of outcomes based needs. - The ability to prioritise, plan and organise workloads and to manage expectations. - Excellent analytical skills as evidenced by the ability to solve problems logically and confidently make appropriate decisions. - Ability to plan, manage and deliver projects using appropriate project management approaches and tools.	Yes Yes Yes Yes Yes Yes Yes Yes	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Skills & Personal Qualities (continued)	• Excellent innovator, self-motivated and able to engage easily and effectively with a wide range of colleagues across Health and Social Care. • Ability to be flexible in your approach and adapt your oral, written and communication methods to meet the needs of various audiences and stakeholders. • Excellent interpersonal skills and the ability to relate to a wide range of staff at different levels. • Excellent presentation skills. • Excellent IT skills. • The ability to work well with others in a team and offer leadership/direction confidently. • The ability to respond positively to changes in the working environment and to deal effectively with work pressures when they arise. • The ability to own and solve work problems logically and make appropriate decisions. • A high degree of flexibility. • Ability to understand and interpret financial information. • The ability to communicate through the medium of Welsh.	Yes Yes Yes	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Skills & Personal Qualities (ctd.)	Ability to define, monitor and achieve targets and outcomes ensuring highly effective feedback and reporting mechanisms are in place.	Yes	Interview, application form, and selection process.
	Ability to give instruction across multiple sites.	Yes	
	- Ability to manage employee performance effectively. - Ability to work proactively and flexibly. Evenings and weekends in exceptional circumstances. - You will be expected to have a motor vehicle available for use on official journeys. Your mileage expenses will be reimbursed based on the locally agreed rate. - The ability to communicate through the medium of Welsh.	Yes	