

Rochdale Borough Council

JOB DESCRIPTION

SERVICE: Integrated Health and Care Directorate

SECTION: Adult Social Care Commissioning Team

LOCATION: Number One Riverside

JOB TITLE: Brokerage Officer

POST NUMBER:

Grade: 5

Accountable to: Brokerage Co-ordinator

Accountable for:

Hours of Duty: 37 per week worked in accordance with the authority's Work Life Balance policy

Any Special Conditions of Service:

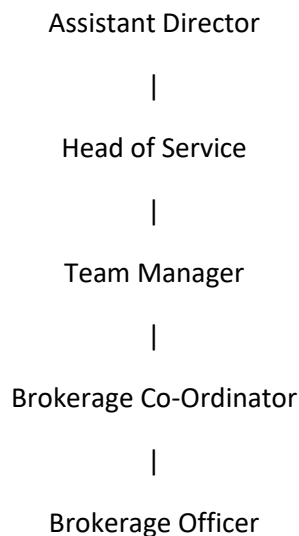
An enhanced DBS check is not necessary for this position.

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

The post holder will be expected to undertake a certain amount of travelling in the course of his/her duties for which a casual car user allowance will be paid.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

- The Brokerage Officer role within the brokerage service involves organising the delivery of care and support to individuals based on their assessed needs.
- The brokerage service works with providers to ensure that appropriate support is provided and set up on systems.
- Brokerage Officer will work closely with health and social care colleagues to deliver the best services possible to people using services.
- They will source tailored support and negotiate with providers and pro-actively facilitate the timely discharge for patients in hospitals, liaise with social care practitioner according to each individuals assessed needs.
- Provide efficient and effective financial and business support in line with legislation and agreed policies and procedures.

Control of Resources

Personnel

To be responsible for leading, managing and motivation of self and of staff within the structure of Adult Care Services for whom the post holder has responsibility; both as individuals and as members of the service; using coaching as an enabler to development.

Financial

To manage financial resources, which are delegated to the post holder by the Head of Governance & Business Support, in accordance with the financial regulations of the Council.

Equipment/Materials

To be responsible for the management, effective use and security of financial systems relevant to the post, including software and ICT equipment.

To be responsible for the efficient and effective use of premises, furniture, equipment and consumable goods used in relation to the work of the post holder and any staff under their control.

Data and Information Security

To be responsible for the management and security of data relevant to the post.

Health/Safety/Welfare

To be responsible for the health & safety and welfare of self and colleagues, in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

To be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Senior management and colleagues within Rochdale Borough Council
- Internal Audit
- Elected Members
- Trade Union Officials

External

- Service users and their representatives
- Senior management and staff of other Authorities.
- Government departments.
- External advisors, partner organisations, charities, voluntary organisations, service providers, solicitors and members of the public.
- Legislative Bodies e.g. Court of Protection and the Office of Public Guardian
- Other key stakeholders.

Responsibilities

The post holder must –

- (i) Perform his/her duties in line with the corporate leadership values and behaviours
- (ii) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy
- (iii) Work in accordance with the Health and Care Professions Council standards of proficiency
- (iv) Work within the Council's statutory requirements, policies and guidance

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

Principal Duties

1. Coordinate and manage social care placements across 9 integrated neighbourhood teams (INTs) and 5 hospital sites, working closely with hospital discharge teams to source appropriate care packages promptly to facilitate timely patient discharge, reduce NHS bed delays, and ensure continuity of care and implement support packages to people using services based on assessed needs.
2. Review recorded care hours when requests for package increases are received, and challenge proposals by identifying opportunities to redistribute existing time, ensuring efficient use of resources while maintaining care quality.
3. To organise and prioritise own workload, to ensure that deadlines are achieved and core services delivered and maintained.
4. Work with the provider market and build trusting relationships to ensure there is a good supply of local social care provision to meet demand
5. To ensure that information and advice provided is up to date, accurate and in accessible formats appropriate to client group.
6. To communicate effectively to a wide range of people, including people who may fund their own care and support about the options available, according to people's individual needs.
7. To accurately update and maintain ALLIS system and any other recording systems, as appropriate. Including data reconciliation, reporting, and quality assurance checks to support internal performance monitoring and accurate financial management.
8. To produce and maintain detailed and accurate records/ case notes at all times, ensuring they are person-centred and a true reflection of discussions/ agreements; ensuring there is a clear audit history at all times.
9. To maintain, develop and analyse data to provide management information, supporting delivery of priorities and service development.
10. Prepare and manage the timely generation and submission of Service Delivery Agreements (SDAs) and related documentation, providing legal and contractual assurance for providers and the council, preventing delays or gaps in care and ensuring that care packages accepted are appropriate to individuals' needs.
11. To ensure the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) is adhered to, and maintained, when processing data. To maintain an up-to-

date working knowledge of legislation, policies and procedures relevant to your role and the work of the team.

12. To assist in the identification of potential improvements to the processes and procedures of commissioning including market deficiencies
13. To maintain effective working relationship with providers and ensure value for money and efficient use of Council resources and achieve saving targets as required.
14. To ensure, service provider compliance in the recording of data related to service provision and where necessary to inform and contribute to the contract monitoring processes.
15. Manage top-up funding administration, including auditing and reconciling residential top-up fees and historic payments to identify and resolve discrepancies.
16. Act as the main point of contact for service users and their representatives, providers, and internal colleagues regarding top-up funding, managing enquiries and communications throughout the entire process.
17. To contribute to the development of policies, procedures, quality standards, performance indicators and best practice in line with the Adult Social Care Performance Framework.

Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer / facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).
3. To ensure that the Council's Statutory Requirements and policies are carried out efficiently, effectively, economically and equitably.

Job Description prepared by Barbara Mitchell Date 6th October 25

Agreed by Post holder _____ Date _____

Supervisor _____ Date _____

Service Director Date