

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	DCRT Brokerage Officer (Care Contract Broker)	JEID	JO406
Salary Grade:	Grade I		
Team:	Dom Care Referral Team (DCRT)		
Service Area:	People Strategy and Commissioning		
Primary Location:	Saltisford Office Park/Hybrid working during pandemic as per WCC guidance		
Political Restriction	This position is not politically restricted.		
Responsible to:	DCRT Team Leader		
Responsible for:	N/A		

Role Purpose

To provide a care contract brokerage function to support the referral of eligible citizens of Warwickshire to the Councils contracted domiciliary and other care services as required.

To negotiate directly with domiciliary care/other care providers for support to customers requiring these services, ensuring that customers receive appropriate support in a timely manner and in accordance with the Social Care and Support, Assessment and Care Management process.

To develop positive relationships with the domiciliary care/other care providers and to help them understand their contractual obligation with the Council. This involves significant time spent communication and negotiation with the providers to ensure that the individual referred to them is going to receive care at the right time and in the right place.

To provide an effective interface with Social Care/ Health teams, advising them of suitable service package offers for referrals, how well the service matches needs to secure best outcomes for customers, an overview of the quality of the services being offered and information on any other documentation required to meet contractual requirements with a view to supporting value for money decision making.

To record information on clients, their needs and associated brokerage activity in electronic records systems to ensure continuity of case work between workers, inform future commissioning activities and to demonstrate the effectiveness of the brokerage service, and communicate the progress of

activity effectively to key stakeholders as appropriate

Role Responsibilities

1. To undertake the function of referring and securing care services with care providers for domiciliary care/other care services to older people and adults. This includes negotiating service agreements, such as call times and call duration for the customer. To work closely with Social Care/ Health colleagues and support teams to maximise value for money and care outcomes for the customers that use the domiciliary care/ other care services.
2. To support the delivery of the domiciliary care/other care contract agreements for adult social care services, interfacing between Social Care Teams, Health Care Teams, external care service providers and the Councils Commissioner.
3. To provide support to the Market Management Team in the development of a wider programme of care contract brokerage, supporting the market through the building of positive, professional relationships with domiciliary care/other care providers and providing consistent communication of key messages.
4. To build, maintain and develop positive working relationships with all key stakeholders, e.g. senior managers, providers, health service and housing partners.
5. To foster a listening culture and be aware of any safeguarding issues and alert the relevant colleagues and teams as appropriate.
6. To undertake regional and national benchmarking in relation to fee rates, pricing structures and supplier performance. Support the Market Management team in benchmarking national data regarding supplier financial viability.
7. To ensure that market information, including internet and paper-based sources, accurately reflect the latest conditions of the domiciliary care services, such as their capacity for accepting individual referrals to their services, quality standards of these services, whilst ensuring that care sourced is arranged within budget.
8. To provide an infrastructure to collate, manage, monitor and audit all referral activity and provide up to date performance reports on sourcing activity within the domiciliary care/ other care services.
9. To support a consistent approach to the referral process and to collect, acquire and retain up to date knowledge of the market situation within Warwickshire for domiciliary care services/other care services and be aware of the changing trends within the county.
10. Provide up to date reports on provider capacity and referral activity for domiciliary care/ other services within the current market to support in times/periods of pressure.
11. To analyse referral and sourcing data for domiciliary care and other care services to strategically identify gaps in service provision and provide information to commissioners including options for resolution.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).



Essential Criteria

Assessed By:

Educated to Degree level and having some experience in procurement, contractual, brokerage or financial work role in either the public or private sector, <u>or</u> at least 3 years' experience in procurement, contractual, brokerage or financial work role in either the public or private sector.	A,I
Understanding of local authorities statutory commissioning responsibilities in relation to: Children's and Adult Social Care, particularly Residential Care, Fostering; and Education for pupils with SEN.	A,I
Strong and proven negotiation skills including either face to face, telephone or email communication, ideally with care providers and other stakeholders. Ability to present complex written and verbal information effectively.	A,I
Knowledge and experience of working with financial processes and procedures in the context of procuring goods or services in an organisation.	A,I
An ability to clearly understand the economic/ business environment for Social Care and Education service providers, including a commitment to keeping up to date with developments in the provider market, locally and nationally.	A,I
Awareness of relevant ethical codes of conduct.	A,I
Knowledge and experience of working with data management systems and the ability to utilise existing data management systems to support improvements in market intelligence and support negotiation to achieve best value outcomes.	A,I
Willingness to work flexibly in a change management culture and support the implementation of proposals for change.	A,I
Good organisational, numeric and IT skills and the ability to construct and work to deadlines and prioritise workload.	A,I
Demonstrate a commitment to anti-discriminatory practices in employment, training and service delivery.	A,I
Able to interpret, analyse and organise information.	A,I
Ability to develop positive working relationships across organisational boundaries in a complex sector.	A,I
Awareness and understanding of the strategic commissioning cycle and the need to develop clear Market Management intentions.	A,I
To ensure that health and safety responsibilities are carried out in accordance with the Directorate's health and Safety policy and procedures.	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore

not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	