

Job Description



Job Title: Senior Brokerage and Direct Payment Officer	Service Area: Brokerage & Transaction Management	
Directorate: Adults & Health	Post Number: TBC	Evaluation Number: 5079 (previous number)
Grade: PO2	Date last updated: 30/3/22	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

Our Brokerage function works with social care practitioners and care providers, working alongside Adult Social Care Operations and Commissioning Teams to fulfil the support plans of residents.

Our Direct Payment function works with social care practitioners to identify people who could be supported to manage their own care budget, and works directly with those people, supporting them to either fully manage their direct payment to deliver their identified support needs or where fully self-directed support isn't viable, to part-manage the direct payment, with support.

- 1) To provide a responsive and high quality brokerage and direct payment service that enables individuals' Care and Support Plans to be implemented in a way that is person centred and achieves best possible value for money.
- 2) To lead on complex work within the team such as complex direct payment set ups and costings; The sourcing of bespoke specialist care/support provision that provides quality provision for those with a learning disability, physical disabilities, mental health challenges or other complex needs; To negotiate with providers, ensuring that they offer creative, cost effective care and support

provisions that offer a likelihood of meeting outcomes as specified in care and support plans.

- 3) To ensure the work of the team (such as brokering care and support packages and placements, setting up direct payments) are carried out in accordance with assessed need and within the prescribed timeframes, budget and quality.
- 4) To offer effective challenge to front line social workers to ensure that care and support planning practice is to a high quality standard that informs the work of the team to provide effective outcomes for individuals.
- 5) On behalf of the brokerage and direct payment team, to take the lead on a defined area of social care practice (for example challenging behaviour, learning disabilities, mental health), keeping abreast of changing practice locally and nationally, working closely with social care professionals and commissioners to identify ongoing market development requirements and also proactively disseminating knowledge of the specialism to team members, ensuring that the Brokerage and Direct Payment Team is equipped to meet the needs of the particular client group.

Job Context

1. The post holder reports to a Brokerage and Direct Payment Team Leader.
2. The post holder will be required to line manage up to four Brokerage and Direct Payment team staff.
3. The post holder will be expected to monitor and approve the cost of care, support, placements and other service packages as per limits set within the council's scheme of delegation.
4. The post holder will be required to work some weekends and public holidays on a rota basis in order to meet the seven-day requirements of the service.
5. This role is classed as hybrid work. It is not location dependent and provides flexibility around splitting time spent at home, at Dockside and wider LB Newham settings. Some anchor days in Dockside will be required.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To lead on complex work within the team , agreeing quality outcomes and service levels that meet Newham residents' specialist needs, and negotiating the costs to ensure each placement/package/direct payment represents value for money in the use of public money.
2. To lead on ensuring that the work of the team (such as brokering care and support packages and placements, setting up direct payments) is in accordance with prescribed timescales, budget and quality and that these packages reflect accurately the requirements of the Support Plan.
3. To maintain duties required, taking referrals from assessors, allocating work as per team processes, liaising with professionals and external providers, allocating and undertaking follow-up work as appropriate.
4. To quality assure information provided to the brokerage and direct payment team, liaising with social work professionals to ensure that the type of service required and the outcomes to be derived from the service are clearly specified, that specified services are not already being delivered through other means and that alternative relevant provision has been considered.
5. To liaise as appropriate with the individual whose Support Plan is being brokered or Direct payment is being set up / their family / representative, and the professionals and others supporting that individual.
6. To use business systems to maintain a 'forward plan' of future moves in conjunction with social work teams to support financial planning and market shaping.
7. To identify gaps in the market evident through brokerage and direct payment work and to bring them to the attention of commissioners.
8. To promote and take responsibility the safeguarding and welfare of residents. To ensure that the needs of individual and carers are central to the construction of support packages and direct payments.
9. To ensure that packages and direct payments are arranged in a timely manner to safeguard and meet the needs of the resident, to avoid delayed transfers and the unnecessary payments of voids.
10. To communicate with providers in order to ascertain the availability of placements/packages.
11. To maintain up to date information of provision in differing geographical locations to reduce the time taken in sourcing care and support provision.
12. To ensure that all costing and supplier information relating to each individual package of care and support is entered into the relevant IT system fields in a timely and accurate manner.

13. To champion the use of value for money tools such as the Care Funding Calculator or other appropriate tools and cascade learning to operational and strategic teams.
14. To use and assist others in the use of information technology systems and electronic purchasing systems, frameworks and other procurement vehicles for the purchase of services.
15. To maintain up to date knowledge and best practice in relation to either specific groups of residents, or aspects of the brokerage and direct payment process in agreement with the Brokerage and Direct Payment Team Leader / Systems Lead.
16. To take the lead on ensuring that the Brokerage and Direct Payment Team are informed on best practice and latest policy developments within a defined area of practice, as agreed by the Brokerage and Direct Payment Team Leader (E.g. older people, learning disability, mental health, Children with Disabilities Etc.)
17. To respond in a timely and effective way to any required changes to the brokered care and support in response to review outcomes.
18. To ensure that all brokerage activity undertaken complies with relevant Departmental Policies and Procedures as well as Council Standing Orders, Financial Regulations and Procurement Rules. In particular, to ensure that any financial commitment entered into has been subject to the correct approval processes and is recorded accurately on appropriate business systems.
19. To advise residents, carers and other professionals on the brokered services and direct payment options available and processes in order to achieve the individual care and support plan requirements.
20. To work with colleagues from contracts and quality assurance and other teams to ensure that residents' experiences of services are captured and used to inform future commissioning decisions.
21. To ensure that any concerns about service quality are relayed to the Contracts Officer in a timely and efficient manner.
22. To undertake team processes that maintain up to date and accurate information on utilisation rates for specified block contracts, and to ensure that colleagues have the information required to ensure that utilisation is maximised as appropriate.
23. To undertake audits to clean up packages to avoid duplication and potential overpayments and inaccurate forecasting
24. To undertake such other duties as are commensurate with the grade and responsibilities of the post.

Personal Specification



Job Title: Senior Brokerage and Direct Payment Officer	Service Area: Brokerage & Transaction Management	
Directorate: Adults & Health	Post Number: TBC	Evaluation Number: 5079
Grade: PO2	Date last updated: 3/12/2020	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none">Knowledge of social care commissioning processes, including in depth knowledge of person-centred commissioning in either children's or adult social care or health.Detailed knowledge and understanding of social care practice and commissioning challenges in relation to client groups whose needs are often difficult to address through available market provision, and experience of working with the market to overcome such challenges.	Application Form/Test/Interview
QUALIFICATIONS: <ul style="list-style-type: none">Educated to degree-level or equivalent in	Application Form/Documentation

<p>a relevant area, or equivalent by experience.</p> <ul style="list-style-type: none"> ▪ One or more of the following: <ul style="list-style-type: none"> ○ Social work qualified and registration with the General Social Care Council ○ a commissioning and/ or procurement related qualification (e.g. CIPS, IPC Certificate in Purchasing) ○ experience of commissioning, purchasing and contracting in this type of setting ○ experience of setting up, costing and supporting direct payments in this type of setting 	
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience of brokering or setting up direct payment for individuals with learning disabilities, physical disabilities, mental health or other complex needs. • Experience in working to get value for money for example negotiating with providers on bespoke packages of care and associated costs or budgeting direct payments to make the most of a resident's budget • Experience of partnership working I – with residents, families, providers etc • Experience of working to local authority procurement frameworks. • Experience of disseminating learning to staff members and mentoring staff to achieve team outcomes. 	<p>Application Form/Test/Interview</p>
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> ▪ Ability to work effectively with a range of colleagues across services through the support planning and brokerage and direct payment process to spread best practice, and encourage innovation. 	<p>Application Form/Test/Interview</p>

<ul style="list-style-type: none"> ▪ Ability to establish and maintain relationships with customers, enabling effective advocacy, communication and to assist in decision making on social care requirements. ▪ Able to effectively scrutinise the quotes from providers for cost of care and contribute to the provision of useful, concise and complete financial and activity information in order to assist management decision making. ▪ Ability to challenge providers around delivering creative packages of care that are proportionate to the assessed level of need of the individual ▪ Ability to manage and prioritise a busy workload to deliver high quality services within agreed timescales. ▪ Have a high degree of IT literacy and is willing to undertake further training and skill development as required. 	
<p>PERSONAL STYLE AND BEHAVIOUR</p> <ul style="list-style-type: none"> ▪ Ability to work flexibly to meet the needs of the service. ▪ Instils confidence and gains respect of others as a source of credible and timely advice on all matters relating to the brokerage of complex social care and health care and support packages. 	<p>Application Form/Test/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> ▪ This post is subject to a DBS check. 	<p>Satisfactory clearance at conditional offer stage</p>