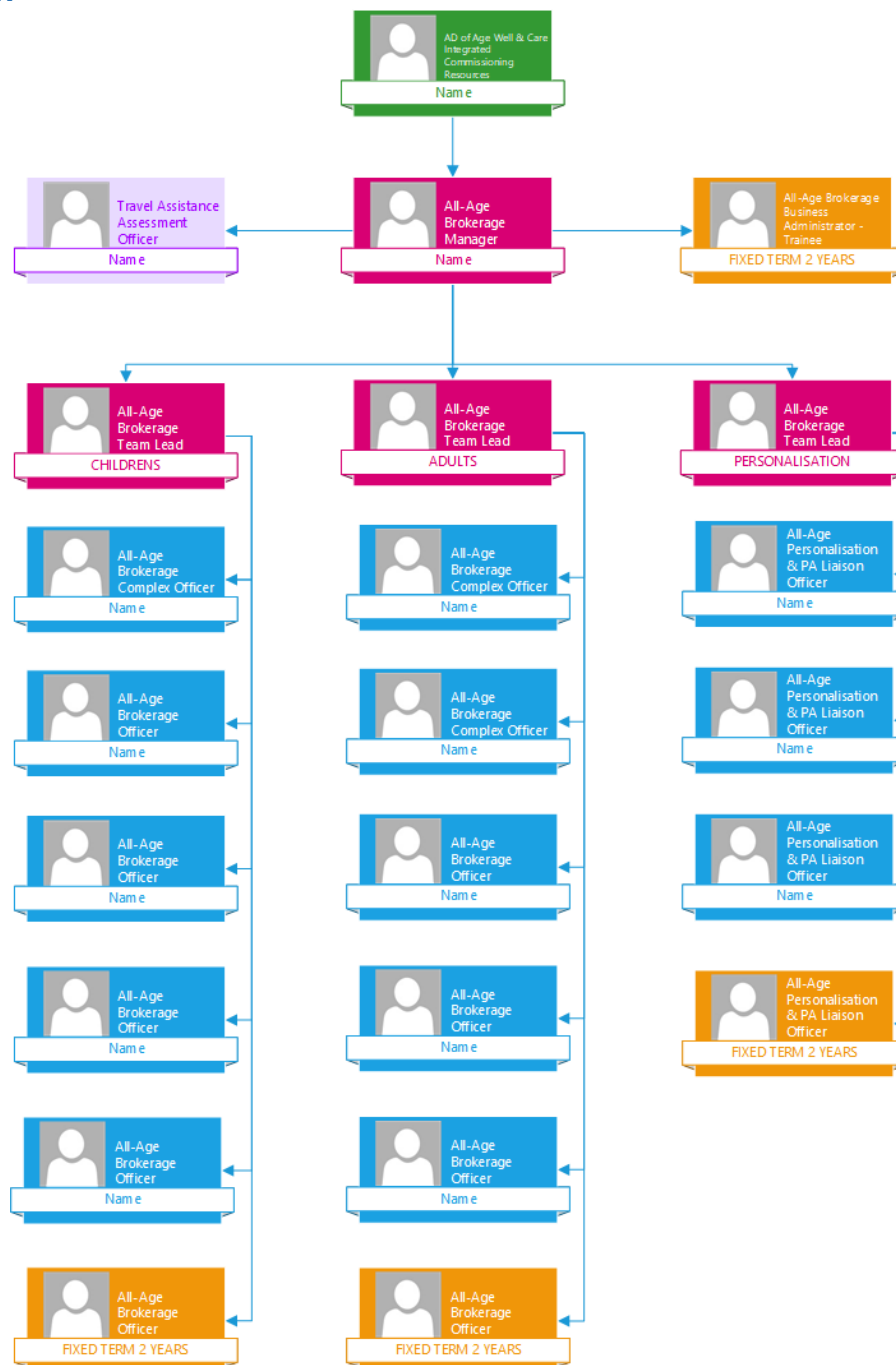


Job Profile

Job Title:	All-Age Brokerage Manager
Directorate	Resources
Service/Section:	Joint Commissioning Unit (JCU)
Post Number(s)	
Job Evaluation Number	3339
Grade:	10
DBS required	Full Disclosure
Date last revised	11 th September 2023

Reporting staff:



1. The post holder reports to the AD of Age Well & Care in the area of Resources.

Last Date Updated	Last Date Evaluated	Owner	Approved by

2. The post holder has line management responsibility for 3 x Brokerage Team Leads, 1 x Apprentice and overall responsibility for the All-Age Brokerage Team.

Purpose of Role

The purpose of this role is to manage the All-Age Brokerage team, encompassing:

- Provision of a flexible team to meet service demands
- Oversight of the safe placement of vulnerable children and adults, in line with care and support needs and being cognisant of relevant legislation
- Ensuring that placements are made in a timely manner
- Embedding good market engagement, including maintenance of regular contact with the provider network (for providers in Havering and beyond)
- Monitoring of provider capacity levels and provider external ratings (such as CQC ratings).
- Ensure that placements are legal, safe, appropriate, are of the required quality and in line with assessed need
- To oversee relationships and to ensure value for money while achieving outcomes for vulnerable residents
- Ensuring that personalisation is at the heart of care and support services

Duties and Responsibilities

- Develop an efficient, focussed, knowledgeable all age brokerage function, that encompasses personalisation as well as the placement activity, working closely with a range of stakeholders, notably social workers, care and support staff, commissioners and care providers, with the needs of the individual at the heart of everything we do.
- To screen and allocate referrals into the team, being mindful of the referral process, continually improving system workflows and making best use of available technology.
- Build a continuous learning ethos within the team so that continuous improvement is embedded, and staff feel empowered to make suggestions.
- Develop and lead agendas for change i.e., development and innovation of the service, system improvements, trends and demand management, train and develop the team to work across the service, ensuring stakeholders have a clear understanding of roles and responsibilities of the team
- Monitor and manage placement activity data, identifying trends in the market and feeding them back to relevant stakeholders via various forums.
- Have a strong understanding of Children's and Adults care and support legislation, being sure that placements are lawful. Remain up to date with relevant legislation, guidance, and information regarding services/placements and apply this knowledge in the workplace, ensuring the team also have sufficient awareness of legal implications of placement activity.
- Have a strong understanding of social work practice and the interfaces with placement and personalisation activity.
- Represent the service in court should the need arise (with care and support colleagues). This includes preparation of court documentation, such as writing reports.
- Lead communications with the operational teams, working closely with the All-Age Quality Team and Integrated Commissioning Team to drive quality and value for money.
- Develop pathways and links with other agencies, external providers, and colleagues in relation to the placement of service users to develop and maintain a strong knowledge of the care and support market, to use to get the best possible value and quality.
- Manage and set up processes that ensure prioritisation of block contracts where appropriate to minimise voided placements.
- The post holder has responsibility for overseeing the negotiation of placement fees and recording the expenditure on the case management system and updating records accordingly.
- Develop the team's negotiation skills, ensuring a collaborative approach is applied, to ensure value for money and positive relations with care and support providers. Lead negotiation where necessary.

- To ensure that provisions where placements are made meet quality expectations in liaison with the All-Age Quality Team, reporting where deficiencies are evident and being aware of external quality rating. Making decisions on use of providers with regard to the expected quality standard. Work in partnership with Ofsted/CQC/Quality Teams in maintaining quality services for service users
- Ensure all data and management information regarding placements and their cost is recorded and input to systems as necessary by all team members. Ensure this data is understood and in a format that can be used by management to support decision making, and to monitor and predict marketplace trends.
- Ensure contractual arrangements are in place, are robust, and accessible, utilising systems and technology to enable this.
- To ensure that the requirements of the Dynamic Purchasing System (DPS), are understood and that all practice and procedures are compatible with the needs of the system, continuously reviewing the system and adopting this across the team where appropriate.
- Meet the requirements of increasing direct payments and individual service funds and facilitate a smooth process to self-directed support where possible.
- Manage and develop the All-Age Brokerage Apprentice through mentoring, providing opportunities for learning within the team and wider services, such as shadowing, access to training, opportunities to develop and shape processes, practices, strategies, and policies, to gain a well-rounded understanding of the service that is delivered and the impact for wider teams and services both internal and external to the council.
- The post holder will have overall responsibility for the budget for the team but not have responsibility for placement budget which sits within Social Care.

Additional Requirements:

- Comply with any and all legislation and good practice appropriate to the work you undertake, and particularly that related to:
 - Safeguarding
 - Information security and confidentiality
 - Equality, diversity, and inclusion
 - Health and safety
- This is an unprecedented time of social, technological, and financial change. The Council needs all staff to embrace change by demonstrating a flexible attitude to work, understanding that for us to provide excellent services to the people of Havering, you may be required to undertake other duties in line with the overarching nature of this role and your level of skills and responsibility.
- Assume Gold/Silver/Bronze command as part of the Council's response to major events or emergencies
- Embrace the Council's ICARE values and behaviours in all aspects of work and service delivery.

Person Specification

Qualifications

- Graduate qualification or equivalent experience
- Social work qualification desirable

Experience

- Experience of working within social care

- Brokerage or commissioning experience
- Experience of leading and developing a team
- Experience of developing a provider market
- Experience of developing end to end processes
- Experience of working within a legal framework

Skills and Attributes

- An in-depth knowledge and understanding of care and support legislation and policy
- Good understanding of Children and Adult social work practices
- Good organisational & communication skills, written verbal and listening
- Excellent problem solving and negotiation skills and capacity to obtain best value on price and activity
- Demonstrate strong analytical skills to create and engage with operational data sets to support the management and development of a service
- Ability to take strategic oversight and deliver sound operational management to develop the service in line with legislation, good practice guidance and the strategic objectives of the organisation and department
- Ability to support team members to match placements with assessed need
- Ability to advise senior managers and social workers on suitability of placements or packages of care
- Ability to utilise supervision and attend training