

**JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Director Area:</b> Adult Care	<b>Job Ref Number:</b> 02258
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<b>Service Area:</b> Special Projects and Hospital Services	<b>Grade:</b> G6
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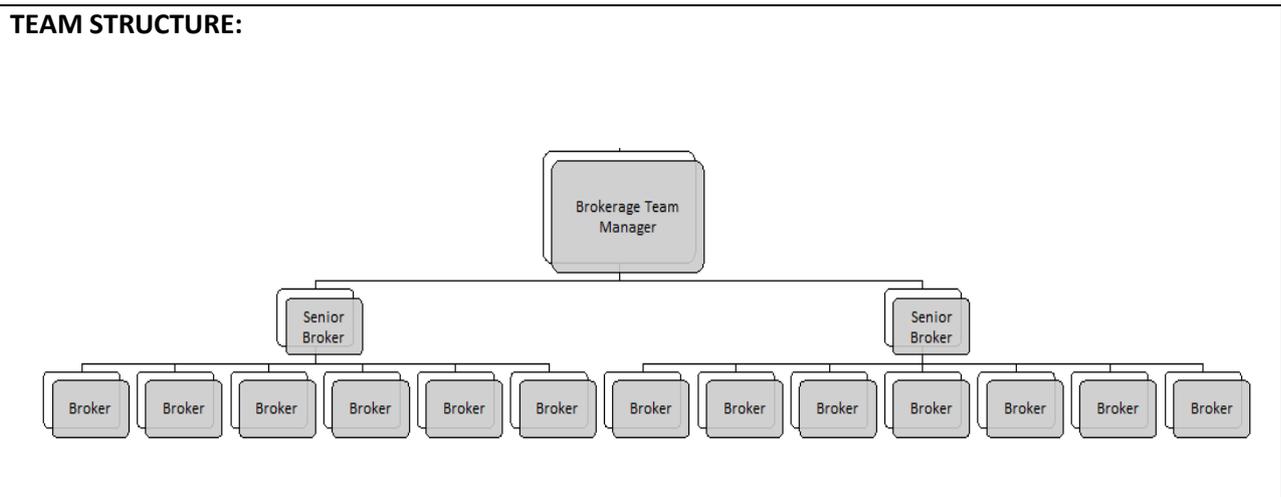
**Job Title:**  
**Broker**

**PURPOSE OF JOB:**  
 Contribute to the delivery of outcomes for commissioning strategies in line with the Commissioning for Lincolnshire approach. Assist, as appropriate, with:

- The implementation of new commissioned services and any redesign of existing services, performance review frameworks and joint review processes
- Embedding new ways of thinking and working
- Developing and maintaining strong, positive working relationships across service areas, with providers and partners

To provide day to day support advice and guidance to the commissioning team(s) and/or work within own area of responsibility to ensure clients receive an acceptable service and are safe. Liaise with both clients and Primary Providers of the Homecare contract to ensure a suitable service is provided and received to enable clients to remain within the community. Ensure correct payments are made to Primary Providers, Care Homes and clients are charged correctly. Establish excellent working relationships with colleagues and Primary Providers. Liaise with Care homes to arrange safe and timely placements. Arrange transport for vulnerable adults where required.

Assist with the delivery of a consistent strategic commissioning approach across the Council. Continuously look for synergies and efficiency savings across the strategic commissioning areas



**MAIN DUTIES:** The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below

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| 1 | Liaise in a sensitive and caring manner with clients of Adult Care Homecare services, Primary Providers, Care home managers, Transport providers and Adult Care Practitioners to ensure effective implementation of services. |
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2	Effectively communicate between clients, primary providers, Care home managers, transport providers and adult care practitioners to negotiate acceptable implementation of services
3	Ensure accurate payments are made to Primary Providers and correct charges are applied to clients of the homecare contract, including timely notification to finance and entering details of service packages on LCC case management system.
4	Identify where clients are not being provided with acceptable care, advise and inform Senior Brokers of issue and escalate appropriately. Maintain accurate records for statistical analysis of the effectiveness of the Homecare contract and other services. Quality assurance of care received by clients and take appropriate action to ensure correct charging and acceptable standards are met, highlight issues to Senior Brokers.
5	<ul style="list-style-type: none"> <li>• Providing day to day liaison and validation as appropriate to deliver the agreed priorities within commissioning strategies, working collaboratively with providers (including statutory and non-statutory partners)</li> <li>• Provide expert advice and guidance as appropriate for own area of expertise.</li> <li>• Deliver a personal portfolio of projects and/or specific work</li> <li>• Coach/mentor colleagues as appropriate to embed new ways of thinking and working.</li> <li>• Ensure effective performance data is collected and collated to manage service delivery/contracts.</li> <li>• Monitor service delivery against expected outcomes and proactively manage performance.</li> <li>• Demonstration of the Council's Core Abilities (at the relevant level) <ul style="list-style-type: none"> <li>o Personal Leadership</li> <li>o Being Future Focused</li> <li>o Political and Commercial Astuteness</li> <li>o Supporting a High Performing and Flexible Workforce</li> <li>o Drive for Results</li> </ul> </li> </ul>
6	Contribute to the stimulation and engagement of the market from an operational aspect, building and maintaining strong, positive working relationships with service users, stakeholders, partners, providers and potential providers.
7	Work with partners to ensure a robust approach to analysis and forecasting of population needs and balancing service delivery in terms of volume, cost and funding.
8	Assist with the implementation of service strategies and delivery plans to meet the Council's targets and objectives.
9	Look to continuously improve services in area of responsibility, managing within allocated budgets and, identifying where possible, additional value for money savings
10	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
11	Ensure Council resources are optimised and utilised effectively and efficiently.
12	Contribute to the mentoring new staff where appropriate to achieve performance excellence.
13	As an employee, create a positive image of the County Council.
14	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
15	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.  Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness

**PERSON SPECIFICATION**

Requirements	Where identified*	Essential	Desirable
Excellent literacy, numeracy and IT skills, ideally at GCSE Grade C or above	A/T	x	
Hold or be working towards NVQ3 or equivalent qualification and or experience of working in Adult Care.	A		x
Ability to use own initiative and adapt easily to changing demands and problem solve	A/I	x	
Excellent communication skills with sensitivity to speak with clients and professionally challenge Prime Providers; Adult Care Practitioners; Care Home Managers; Transport providers and clients where appropriate to ensure effective and acceptable care to enable clients to remain in the community and advise Senior Brokers of any unresolved issues	A/I	x	
Negotiation and persuasion skills in suggesting creative solutions to Prime Providers and clients to meet the needs of clients within the Homecare contract.	I		x
Build and maintain excellent relationships with Prime providers, Care home managers, Transport managers and colleagues.	I	x	
Identify inappropriate offers by Prime Providers compared with the care plan and professionally challenge to ensure appropriate care.	I		x
Ensure clients are safe and to identify and communicate any safeguarding issues to senior brokers.	I		x
Arrange Short Term Care and respite breaks as required.	I		x
Organise transport where appropriate.	I		x
Ability to work weekends and Bank Holidays as required.	I		x

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## **GENERAL**

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.