Staffordshire County Council

Children's Brokerage Officer
Grade 7

About the Service
We have 4 Children's Disability teams across the county, and they provide specialist services for children and young people with complex disabilities. You will be expected to facilitate in creating alternative ways of working with Children with disabilities across the county. Leading innovative ways of working across all children's service to ensure Children with disabilities in Staffordshire get the right support at the right time.

Reporting Relationships

Responsible to: Disability Lead, Matrix management via commissioning
Responsible for: N/A

Key Accountabilities:

1. Quality assurance of referrals into the service to ensure they meet agreed quality standards and where appropriate liaise directly with Children's Social Care Practitioners and/or escalate within the Council to seek timely resolutions.
2. Collaborate with professionals and partner organizations to fully understand citizens care and support needs.
3. Utilize the Council's policies, procedures and systems to obtain suitable care offers in relation to a citizen's assessed need, within the contractual frameworks established by the Council.
4. Establish care and support for all types of need.
5. Where necessary directly contact provider organisations to seek care and support, relaying accurate and appropriate information in a secure manner, in line with legislation and policy, to negotiate care arrangements.
6. Liaise directly with citizens and/or their representatives to discuss the role of the brokerage liaison officer, arrange for providers to assess, and agree care offers, including start dates, transport (where there is eligible need) and financial contributions pertaining to the citizen and any third party top up arrangements, prior to care commencing.

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7. Negotiate and agree appropriate, tangible and realistic outcomes with citizen's and/or their representatives.
8. Act as a point of contact with contracted providers when establishing care and support.
9. Where appropriate instigate the Council's cost-effective care and support guidance.
10. Adhere to the Council's scheme of delegation and governance processes for acquiring funding approval of care and support.
11. Produce and send contractual documentation prior to care and support commencing.
12. Completion of all processes to enable prompt and accurate provider payments and citizen billing, as well as form the basis for performance management information.
13. Maintain, in a timely way, appropriate professional records of all key discussions, findings, provider assessments, decisions, including electronic client records and necessary performance data, in line with policies and procedures.
14. Effectively manage a caseload, identifying risk to a citizen and financial risk to the Council and the ability to prioritize across competing risks.
15. Identify and proactively manage risk across a caseload, ensuring mitigating actions are robust and in place to ensure the safety of citizens. Use appropriate escalation channels where necessary
16. Proactively identify and manage any financial or reputational risk to the Council, prioritizing and balancing risk recognizing that a citizen's safety is paramount.
17. Independently problem solve operational issues to ensure that service outcomes are achieved and that citizens remain safe
18. Proactively contribute into a continuous improvement approach in relation to capacity issues, process efficiency and effectiveness
19. Collaborate with other professionals, other organizations, in order to fully understand need and enable individuals to achieve their outcomes and to be as independent as possible.
20. Take a lead role, representing the Council, in multi-organization meetings and conference calls across high visibility areas within the health and social care system, providing updates, risks and mitigation, and pressing issues.
21. Work collaboratively across the Children's directorate, particularly quality assurance, contract management and care commissioning
22. Contribute and support to ensure business continuity across the health and social care system including events such as provider failure.

disability confident EMPLOYER
CARE LEAVER COVENANT

23. Actively participate in quality assurance processes, including peer and reflective supervision, analysis of performance data, learning from complaints and compliments, personal development and continuing professional development.

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Person Specification

Qualifications/Professional membership

- GCSE in Mathematics and English, or equivalent qualification
- NVQ3 or equivalent qualification or the relevant work experience

Knowledge and Experience

- An basic understanding of the legislative and policy context of services for Children's Social Care
- Experience of working within a social care environment is desirable but not essential
- An understanding of the needs of Children's Social Care citizens and the care / support options that can meet the need
- A thorough understanding of the differing disability needs for children/young people.
- Working or relevant knowledge of health and social care systems and pathways, the relationships and responsibilities between the NHS and Local Authority and the impact that strategic plans can have on operational services
- Experience of managing a caseload and associated risk management
- Experience of liaising with a wider range of stakeholder groups
- Experience and knowledge of liaising directly with citizens (customers)
- Experience of dealing with and handling confidential and sensitive information
- Experience of working under pressure, managing competing demands and prioritizing tasks to meet strict timescales
- Knowledge of the requirements and importance of Data Security, including the latest legislation and guidance
- Understanding the importance and ability to comply with policy and procedure
- Understanding the principles of a good quality, customer facing service.

Skills

- Excellent interpersonal skills and the ability to manage challenging and complex conversations taking into account the sensitivity of discussions
- Able to effectively communicate with citizens and/or their representatives when establishing care and support, providing correct and timely information for enabling informed choice
- Able to prioritize and effectively manage all types of risk
- Able to understand the aspirations and needs of
- citizens and/or their representatives

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- Able to recognize and respond to dynamics of families and care relationships
- Ability to remain calm under pressure especially when involved in a potential conflict situation where a customer may be distressed or where there are peaks in demand
- Ability to be flexible in supporting colleagues and the service using transferable skills to meet demand
- Ability to recognise escalation points
- Able to support citizens and/or their representatives to evaluate and manage risk positively
- Negotiation skills when establishing care and support
- To comply within County Council policy, procedure and process
- Excellent IT skills and the ability to use a range of systems and software
- Excellent organizational skills and to have the ability to manage a caseload
- Excellent levels of accuracy in recording
- Ability to work effectively in partnership
- Ability to work collaboratively to find new solutions to citizens needs
- Ability to problem solve and identify opportunities for improvement
- Ability to be resourceful and resilient, especially when operating in a changing environment

This post is designated as a casual Car user
The content of this Job Description and Person Specification will be reviewed on a regular basis.