

Job Title: Brokerage Liaison Officer  
Grade: 7

### **Our Vision**

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

### **Our Outcomes**

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

*e.g. People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Resourcing, Change Management and Health, Safety and Wellbeing. People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment, Developing skills for now and the*

*future, and Developing leaders for now and the future. All that we do focuses on how we will develop the right culture, support and skills to keep making a difference for Staffordshire’s communities.*

## **Reporting Relationships**

**Responsible to:** Brokerage Service Manager, Team Leader and Senior Brokerage Liaison Officer

**Responsible for:** n/a

## **Key Accountabilities:**

1. 1. Quality assurance of referrals into the Brokerage service to ensure they meet agreed quality standards and where appropriate liaise directly with Adult 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 citizens assessed need, within the contractual frameworks established by the Council
4. Establish care and support for all types of need; for example, Residential, Nursing, Home Care, Day Care, Supported Living and mental health etc.
5. Where necessary directly contact provider organizations 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 Brokerage, 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
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, within Adult Social Care or 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 Health and Care 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
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
24. Flexible working in response to business demand and the ability to work weekends

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

### **People Management**

Engaging with People Management policies and processes

### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

### **Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.



The content of this Job Description and Person Specification will be reviewed on a regular basis.








## Person Specification




A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

<b>Minimum Criteria for Disability Confident  Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>• GCSE in Mathematics and English, or equivalent qualification</li> <li>• NVQ3 or equivalent qualification or the relevant work experience</li> </ul>	
	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• An understanding of the legislative and policy context of services for Adult Social Care (Care Act)</li> <li>• Experience of working within a social care environment is desirable but not essential</li> <li>• An understanding of the needs of Adult Social Care citizens and the care / support options that can meet the need</li> <li>• A thorough understanding of the differing client groups in Adult Social Care including Older People / Physical Disability, Learning Disability and Mental Health and how these present different challenges</li> <li>• 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</li> <li>• Experience of managing a caseload and associated risk management</li> <li>• Experience of liaising with a wider range of stakeholder groups</li> <li>• Experience and knowledge of liaising directly with citizens (customers)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of dealing with and handling confidential and sensitive information</li> <li>• Experience of working under pressure, managing competing demands and prioritizing tasks to meet strict timescales</li> <li>• Knowledge of the requirements and importance of Data Security, including the latest legislation and guidance</li> <li>• Understanding the importance and ability to comply with policy and procedure</li> </ul> <p>Understanding the principles of a good quality, customer facing service.</p>	
            	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills and the ability to manage challenging and complex conversations taking into account the sensitivity of discussions</li> <li>• Able to effectively communicate with citizens and/or their representatives when establishing care and support, providing correct and timely information for enabling informed choice</li> <li>• Able to prioritize and effectively manage all types of risk</li> <li>• Able to understand the aspirations and needs of citizens and/or their representatives</li> <li>• Able to recognize and respond to dynamics of families and care relationships</li> <li>• 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</li> <li>• Ability to be flexible in supporting colleagues and the service using transferable skills to meet demand</li> <li>• Ability to recognise escalation points</li> <li>• Able to support citizens and/or their representatives to evaluate and manage risk positively</li> </ul>	

    	<ul style="list-style-type: none"> <li>• Negotiation skills when establishing care and support</li> <li>• To comply within County Council policy, procedure and process</li> <li>• Excellent IT skills and the ability to use a range of systems and software</li> <li>• Excellent organizational skills and to have the ability to manage a caseload</li> <li>• Excellent levels of accuracy in recording</li> <li>• Ability to work effectively in partnership</li> <li>• Ability to work collaboratively to find new solutions to citizens needs</li> <li>• Ability to problem solve and identify opportunities for improvement</li> <li>• Ability to be resourceful and resilient, especially when operating in a changing environment</li> </ul>	
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing Team on 01785 237800**