

Job Summary

Post Title	Brokerage and Placement Support Officer	Proposed Pay Grade	Grade 4
Directorate Service Area	Commissioning and Procurement Hub – Adults and Health	Line Manager	Brokerage and Placement Manager
Post Number/s (for existing posts)	n/a	Work Location	Aylesbury
Work style (Delete as applicable)	Any desk	Job Family & Role Profile	Commissioning and contracts management (CCM04O)
DBS Check Required? (Delete as applicable)	YES If YES state level of DBS required: Standard		
Politically Restricted Post? (Delete as applicable)	No <i>The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.</i> <i>There are broadly two categories of restricted posts:</i> <i>Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.</i>		

Job Purpose and Job Context

To deliver a high-quality care sourcing and purchasing function. The post holder will be responsible for purchasing care and support on behalf of the council and the Integrated Care Board (ICB). This will ensure residents with health, care and support needs have access to appropriate, high quality care which will also provide value for money for the Council and the ICB.

Main Responsibilities and Duties

This section should outline key outputs of the role and should provide some specific examples of role profile accountability.

The main purpose of this role is to identify and arrange person centred, cost-effective and high-quality care and support to meet the needs of a range of customers. Across the team, purchasing will take place for the full range of care types including residential and nursing care, supported living, extra care, home care and day services.

- Services will be sourced to meet the needs of each individual (right support)
- Services will be sourced in a timely way (right time)
- Services will be cost effective and within the available budget (right price)

The post holder will be required to:

- Provide a professional service, which delivers desired outcomes for people and treats each person with respect,

dignity and positive regard.

- Develop and maintain a sound working knowledge of the care market, purchasing tools and approaches as well as operational policies and practice.
- Use knowledge of the market and supplier relationships to source quality and cost-effective care and support to meet the needs of individuals funded by the Council and ICB.
- Source care in line with the Council's prevailing procurement arrangements (for example, block contracts and any other procurement vehicles) and follow all internal policy and guidance in this respect.
- Communicate and negotiate with suppliers on individual packages of care to ensure high-quality care is provided at the best possible price for the Council and ICB.
- Work in a high-pressure and fast-paced environment. This includes prioritising work to ensure care and support needs are met in a timely manner and that urgent or same day requirements for care are accommodated.
- Work in partnership with the key professionals who are involved in the care and support of service users - recognising the role, remit and authority of other professionals and how their roles sit alongside the remit and authority of the Integrated Commissioning function.
- Report any issues relating to suppliers, including any quality concerns, that are identified during the purchasing process. This will involve close working with commissioners who undertake the contract management and quality oversight function.
- Maintain accurate and succinct records throughout the purchasing process in line with internal policy and guidance. For example, inputting data onto the Council's IT systems to ensure client charging and provider invoices are correct
- Ensure appropriate contractual agreements are completed promptly and accurately.
- Contribute to an overall team approach and recommend ways in which the service can improve. This could include developing specialist knowledge in a designated area or escalating identified gaps in the market or unmet needs.
- Contribute to an overall service-focused approach, including recommending ways in which the service can improve and contributing to wider service projects as required.
- Undertake other reasonable duties as required which are commensurate with the role.

Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. (e.g., BCC, AVDC, WDC or CSB) N/A
- How many indirect reports does this job have in its reporting line? N/A

There are no direct budget management or monitoring responsibilities. However, achieving value for money for the Council and ICB through the care purchasing process is a key part of the role.

There are line management responsibilities.

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples	
Up to 3 months	✓	Most care sourcing will be undertaken for individuals who need care and support immediately or in the very near future. Therefore, most tasks and deadlines will relate to sourcing	

			packages of care that meet these needs. This will include urgent (same day) care sourcing.	
1 year		✓	Care sourcing will also include longer term planning where care and support is needed in the medium term rather than immediately. For example, planning ahead to source services for young people as they transition into adult services.	
3-5 years				

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience <i>(use job family to complete) Please delete as necessary</i>	Job Specific Examples	Essential	Desirable
Experience and / or knowledge of the social care and health supplier market	• Knowledge of the different types of care available for individuals with care and support needs. • An understanding of the range of health and social care organisations operating in a competitive market.	x	
Relevant practical experience in supplier negotiation and relationship management	• Negotiating with individual suppliers to get the best value package of care to meet individual care and support needs.	x	
Good literacy and numeracy skills. Accurate, with good attention to detail and competent and disciplined in the keeping of records.	• Recording the different steps of the care purchasing process accurately in line with internal procedure requirements.	x	

Good planning and organisational skills, with proven ability to prioritise workloads, monitor and evaluate work, to ensure deadlines are achieved.	• Able to prioritise caseload to respond to urgent placement requests. • Able to manage caseloads in a fast-paced and changing environment.	x	
Relevant practical experience working as part of team to meet service standards, targets and deadlines.	• Helping others in the team with ideas about suitable providers to meet need. • Responsible for delivery of own actions as well as contributing to the team's deadlines as identified by managers and senior leaders.	x	
Good knowledge of other areas of the authority relevant to the service and ability to work effectively with other professionals or organisations to deliver a service	• Liaising with social workers and ICB clinical colleagues to ensure the right services are purchased to meet need. • Liaising with commissioned providers to purchase care and put contractual arrangements in place.	x	
In-depth knowledge of relevant processes, systems, procedures, standards and legislation.	• Knowledge of the health and social care system and the key statutory basis for this – e.g The Care Act, National Framework for Continuing Healthcare. • Knowledge of procurement legislation applicable to local authorities and health organisations.	x	
Good ICT skills including use of Microsoft applications and specialist systems.	• Using spreadsheets to record aspects of the care finding process. • Using Outlook and secure email to communicate with providers and other professionals. • Knowledge of specialist systems such as E-Brokerage, LAS, ContrOCC and Content Server would be beneficial.	x	
Good written and verbal communication skills and proven ability to explain technical / specialist information in a way which a non-specialist can understand.	• Using verbal and written communication to support effective negotiation with providers. • Communicating clearly to social workers and ICB colleagues on the care purchasing process, including providing concise case notes on LAS.	x	

	Responding to information requests from managers and senior managers – e.g. providing chronologies of specific care purchasing cases.		
Good problem solving and analytical skills.	- Thinking creatively about care solutions. - Working collaboratively with colleagues to contribute to problem solving on more complex service finding cases.	x	
Experience or training sufficient to ensure financial processing / budget monitoring is completed accurately.	- Negotiating care prices with providers. - Ensuring care price breakdowns are understood and accurately reflected in contractual arrangements. - Ensuring costs are agreed in line with the council and ICB schemes of delegation.	x	
Respectful and valuing attitude to people who are vulnerable and a commitment to improving their life experience	Committed to finding high quality placements for all service users in line with their care assessment.	x	
Qualifications		Essential	Desirable
Educated to A level / HNC standard or equivalent.		x	
Relevant professional qualification or working towards.		x	
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role (<i>tick as appropriate</i>)			x
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:

- All unspent convictions and conditional cautions
- All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023).

For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order').

Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.