# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Brokerage Manager

# Department: Adult Social Care and Health

# Grade: [Local Managerial Grade 2](https://www.eastsussex.gov.uk/jobs/benefits/local-managerial-grades)

# Responsible to: Supply Development Manager

# Purpose of the Role:

East Sussex County Council (ESCC) Supply Management is a well-established countywide team, responsible for identifying, and managing resources and suppliers that are essential to meet Adult Social care requirements. Together we source care packages and placements to meet assessed health and social care needs for vulnerable adults across East Sussex.

Our Brokerage service is split into three sections:

* **Specialist Brokerage Team** – Sources and negotiates social care and support services on behalf of adults of working age with complex support needs. This includes adult with learning disabilities, physical disabilities, and mental health needs.
* **Community Brokerage Team** Responsible for organising and negotiating community care services, which include homecare, day care and transport for older people across East Sussex and Out of County.
* **Older People’s Bedded Care Team** – Responsible for placing older people in residential and nursing homes across East Sussex and Out of County.

Our dynamic workforce, and committed ethos are the key to successfully coordinating care across the county. Known as the ‘hub’ of Adult Social Care, Supply Management have daily contact with almost all teams across the department.

# The Community Brokerage Team within ASC Supply Management is made up of Brokerage Coordinators, Senior Brokerage Coordinators and a Supply Development Manager. In both brokering care packages and ensuring the sustainability and growth of the market to meet demand, the team will have real insight into the entire independent community-based care and support sector, and a 360-degree understanding of the issues that face providers. The team ensures their own knowledge and practice is current and that they remain abreast of all industry developments, updates, and challenges. We have the ethos of shared learning and encourage the team to continually share learning experiences.

# The role of Brokerage Manager will work alongside both Brokerage staff and the Supply Development Manager in maintaining an overview of the independent community-based care market across East Sussex ensuring market capacity and the brokering and negotiation of care packages.

This will include managing the development of the team of Brokerage Coordinators and to oversee day to day supplier relations, regarding service arrangements and ensuring contractual requirements are followed for referrals, as well as to ensure the continuous improvement of processes and systems to contribute to improvements relating to the wider procure to pay process.

# The Brokerage Manager will ensure market development and brokerage activities are carried out consistently, professionally and in partnership with other professionals to improve outcomes for adults who receive care and support services in East Sussex.

# The team will ensure that all market development and brokerage activities are supportive, constructive, and professional to achieve effective and improved outcomes in agreement and in partnership with providers. The team’s personal attributes require a high level of personal commitment, the team have an adaptive and receptive approach to new ideas and use this to influence others. We work under pressure, and we adopt a supportive and flexible approach to continue to assist each other in the team.

# Key tasks:

1. Lead and strategically develop the Brokerage Team for a designated segment of the provider market and oversee the team’s effectiveness in delivering high quality and timely sourcing, price negotiation, placements and purchasing and achieving savings through centralised purchasing.
2. Contribute to the development of strategic plans for continuous service improvement, within a segment of the market.
3. Work with commissioners and providers to continually improve the availability, quality and efficiency of services.
4. Lead on negotiations regarding fees and elements of the service as required and to supervise the negotiation activity within the team when appropriate.
5. Determine the negotiation strategy and lead on commercial negotiations with suppliers to deliver service and price improvements in line with commissioning intentions and customer requirements with the Supply Development Manager and Head of Service.
6. Identify and respond to urgent or critical situations referred by operational teams by liaising with providers and finding a solution appropriate to the needs of the people with support needs, prioritising hospital discharges.
7. Promote consistent use of the management information systems and data collection through coaching and audits on data quality and to oversee that all Brokerage Coordinators record information correctly on the appropriate systems on a day-to-day basis. Undertake analysis of statistical information (referrals, placements, waiting lists, costs) and overall team and market performance.
8. Recruit, supervise, coach and develop individuals to achieve the productivity and quality standards and targets, ensuring that service requirements are met by a competent and effective staff team and that their training is continuously updated and giving opportunities for development and ensuring they are up to date with service change.
9. Work in partnership with colleagues in Supply Management, Commissioning, Procurement, Operational teams, Health, Independent and Voluntary sector providers, and other significant stakeholders to develop and maintain effective working relationships to improve accessibility to all types provision, identify gaps in provision, and to make best use of public funds, with involvement in the design and implementation of new services and improvements where appropriate.
10. Promote effective working and communication with stakeholder colleagues including the Supply Management Team, Integrated Continuing Healthcare Team, Operational staff and other units e.g. Transport and Environment to ensure a coordinated approach to provider quality and compliance issues with due regard for the welfare of people with support needs, including any complaints received, activity levels, and refusals of work.
11. Continually update own knowledge of Health and Social Care policies, procedures and legislation or regulations set down by Central Government in respect of the relevant client groups and how they impact the service delivery and the range of services offered.
12. Represent the Brokerage Team and Supply Management Team on project and consultation groups both internally and externally where appropriate and to ensure any knowledge and information is shared with colleagues and providers as appropriate.
13. Support the Supply Development Manager and/or Head of Service by undertaking duties in their absence and undertaking any other tasks commensurate with the grading of the post. The duties of the post may be changed and/or varied to meet changing circumstances at the discretion of the Supply Development Manager.
14. Ensure that all duties are undertaken in accordance with departmental policies, practices, procedures and standards, including Data Protection, Freedom of Information, Information Governance (including Security) equal opportunities and anti-discriminatory practice.

# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values, and behaviours

* Experience of working in a health and social care setting in a senior/ management role including the understanding of provider operational complexities and business modelling.
* Experience of effective negotiation skills relating to the provision of social care.
* Understanding of the importance of accurate quality and management information and data.
* Comprehensive understanding of the dynamics of working with private sector and ‘specialist’ private and voluntary provider organisations.
* Understanding of competition and the need to achieve value for money in commissioned services to make best use of public funds.
* Knowledge of health and social care policies and procedures and relevant legislation.
* Knowledge of using IT packages, including MS Word, Excel, and a database system.
* Knowledge of equality and diversity issues.
* Understanding and knowledge of risk management approaches.
* Experience of managing a team, supervising, coaching, and developing others.
* Experience of recruiting and selecting staff.
* As the job requires you to work across the county, you will need to be able to clearly demonstrate how you will meet the travelling requirements of this post.

# Desirable key skills, abilities, knowledge, experience, values, and behaviours

* Relevant commercial degree OR professional qualification OR proven equivalent experience, skills and demonstrable knowledge.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |