# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Senior Brokerage Coordinator

# Department: Adult Social Care and Health

# Grade: [Single Status 11](https://www.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# Responsible to: Brokerage Manager

# Purpose of the Role:

East Sussex County Council 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.

As a Senior Broker, you will be adaptable and skilled to support a team of Brokers to source and purchase placements/services within a timely manner. You will negotiate fees for individual placements and oversee that resources are used effectively to ensure value for money. Engaging with key providers to enhance positive working practices and development and growth of services.

You will share information with other professionals and stakeholders including NHS services and care providers in the pursuance of securing the best options for people referred for services.

There are 5 teams within Supply Management, therefore the requirement for collaboration is core for everyone working within the division. Our dynamic workforce, and committed ethos are the key to successfully co ordinating care across the county. Known as the ‘hub’ of Adult Social Care, Supply Management have daily contact with almost all teams across the department.

# Key tasks:

1. Regularly undertake and lead on advanced negotiations regarding fees to ensure the service is appropriate for the needs of the service user whilst securing best use of resources and value for money for the Council. Benchmarking, and monitoring placement fees in conjunction with relevant tools and rates published by East Sussex County Council.
2. Reporting to the Supply Development Manager/Brokerage Manager, alongside your own caseload the Senior Broker will work collaboratively on projects that support developments and improvements for the Brokerage service in a professional and positive way.
3. Identify, triage and respond to case referrals via risk analysis; liaising with the assessors, the provider, and other relevant teams to ensure a timely and coordinated approach.
4. Work on and/or support with all complex referrals, in particular those which might require services not yet developed in the market, alerting relevant managers if/when gaps in service provision are identified.
5. Act as a resource to the Brokerage Team, providing health or social care and negotiation advice and guidance. Appropriately identifying placements requiring the input of a Senior Brokerage Co-ordinator.
6. Provide advice and information for relevant professionals in the Supply Management Team and beyond, e.g. operational colleagues within Adult Social Care, ensuring a coordinated approach to purchasing quality and compliant care.
7. Participate as/when required in the supervision, coaching, training and development of Brokerage Team staff, deputising for the Brokerage Manager when necessary.
8. Continually updating own knowledge of Health and Social Care policies, procedures and of 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.
9. Ensure that all actions are recorded, using appropriate forms or systems/databases. Utilising this data, provide statistical information for the team, regarding referrals, packages placed with providers, waiting lists and make suggestions for improvements.
10. Professionally represent the team and the Department both internally and with external colleagues and agencies.
11. Assist the Brokerage Manager in the day to day running of the team and to represent the Brokerage Manager when required.
12. Lead on project work undertaken by the Brokerage Team as required.

# PERSON SPECIFICATION

# Essential education and qualifications

* Minimum Grade C (Level 5) GCSEs in Maths and English or equivalent or the ability to pass an assessment.

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

* Written and verbal skills including influencing, discretion, negotiating and diplomacy.
* Ability to effectively assess and prioritise requests for services based on complexity and urgency of need.
* Effective skills of listening, empathising, and assessing risk and utilising these skills in difficult situations.
* Working understanding of Microsoft Office, which includes Outlook, Excel, and Word, with the ability to produce easily understandable reports if/when needed.
* Demonstrable emotional intelligence, with the ability to stay impartial when negotiating with and influencing providers of care services in a commercial business setting, earning, and holding their respect.
* Understanding and knowledge of the care and support market.
* Understanding and knowledge of approaches to risk management, especially in relation to purchasing care.
* Awareness of the medication and manual handling policies and other policies regarding health or adult social care.
* Demonstrable knowledge and understanding of relevant social care legislation.
* Knowledge of equality and diversity issues.
* Experience of working in the community with Service Users and Carers.
* Experience of purchasing and negotiating complex packages, preferably in social care.
* Experience of working in a Health or Social Care Setting.
* Self-motivation.
* Professional, confident manner.
* Ability to effectively manage and organise individual workload.
* High level of personal commitment and ethical standards.
* Awareness of personal strengths and development needs and the ability to take action accordingly.

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

* Professional qualification or certificate, preferably at diploma level related to Adult Social Care
* Relevant experience with the willingness to undertake a professional vocational qualification related to the role.
* Experience of supervising, coaching, and developing others

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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 | No |
| Lone Working | No |
| 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 |