

Job Description



Job Title: Brokerage and Direct Payment Officer	Service Area: Brokerage & Transaction Management	
Directorate: Adults & Health	Post Number: TBC	Evaluation Number: 5078
Grade: SO2	Date last updated: 19/4/22	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

Our Brokerage function works with social care practitioners and care providers, working alongside Adult Social Care Operations and Commissioning Teams to fulfil the support plans of residents.

Our Direct Payment function works with social care practitioners to identify people who could be supported to manage their own care budget, and works directly with those people, supporting them to either fully manage their direct payment to deliver their identified support needs or where fully self-directed support isn't viable, to part-manage the direct payment, with support.

To ensure care packages and placements are brokered and Direct Payment's are set up in accordance with assessed need and within the prescribed timeframes, budget and quality.

This role will act as the link between assessors, residents and care providers, working alongside ASC Operations and Commissioning Teams to fulfil the support plans of residents.

Job Context

1. The post holder will report to a Brokerage and Direct Payment Team Leader.

2. The post holder has no line management responsibility
3. The post holder has no budget responsibility
4. The post holder will be required to work some evenings, weekends and public holidays on a rota basis in order to meet the seven-day requirements of the service.

This post will be split into 2 main functions which have been detailed below. This will involve Brokerage tasks and Direct Payment Tasks. There is an expectation that the post holder will be able to cover both areas as and when required

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Maintain an extensive, detailed, thorough and up to date knowledge of legislation concerning personalised budgets, and of the London Borough of Newham's local policies.
2. Manage allocated brokerage cases, and in so doing, deliver all aspects of the Council's brokerage function, including but not limited to:
 - To ensure that individual packages of managed care and support are brokered in accordance with prescribed timescales, budget and quality and that these packages reflect accurately the requirements of the Care and Support Plan.
 - To quality assure information provided, liaising with social work professionals to ensure that the type of service required and the outcomes to be derived from the service are clearly specified, that specified services are not already being delivered through other means and that alternative relevant provision has been considered.
 - To liaise as appropriate with the individual whose Care and Support Plan is being brokered / their family representative, and the professionals and others supporting that individual, and to continue to act in a 'named worker' role as first point of contact for that individual for any subsequent brokerage related issues.
 - To promote and take responsibility the safeguarding and welfare of service users. To ensure that the needs of individual users and carers are central to the construction of support packages.

- To communicate with providers in order to ascertain the availability of placements/packages.

3. manage allocated direct payment cases, and in so doing, deliver all aspects of the Council's Direct Payments function, including but not limited to:

- Working with social workers and with people accessing social care, promoting the availability of direct payments as a means of enabling those requiring social care to exercise control and retain independence in making choices over the nature and scope of the social care support they receive.
- Supporting the set-up of direct payments by assisting people with applications, making them aware of the policy around use of their money under the Direct Payment Policy and assisting them to compile costed support plans ensuring they can meet their care needs within budget.
- Familiarising the social care user with the process of managing these payments and making them aware of the responsibilities as an employer as appropriate and ensuring that they have the required support and guidance to recruit and employ Personal Assistants if required
- Providing hybrid direct payment management functions where people are unable to undertake the full breadth of management responsibilities
- Where necessary, to visit those in receipt of direct payments at home, to offer on-going support in aspects of managing their direct payment.
- Liaising with social workers and with those monitoring the financial transactions undertaken using the direct payment, working together to ensure that abuses of payments are detected, fraud is prevented and that finite council resources are used effectively to deliver specified outcomes.
- Responding to enquiries from residents in writing, by telephone and directly in person within prescribed timescales and in a sensitive and effective manner

4. To ensure that all costing and supplier information relating to each individual service provision is entered into the relevant IT system fields in a timely and accurate manner.

5. To ensure that packages and direct payments are arranged in a timely manner to safeguard and meet the needs of the resident, to avoid delayed transfers and the unnecessary payments of voids.

6. To use and assist others in the use of information technology systems and electronic purchasing systems, frameworks and other procurement vehicles for the purchase of services.

7. To maintain duty as required, taking referrals from assessors, allocating work as per team processes, liaising with professionals and external providers, allocating and undertaking follow-up work as appropriate.
8. To maintain up to date knowledge and best practice in relation to either specific groups of residents, or aspects of the brokerage and Direct Payment process in agreement with the Brokerage and Direct Payment Team Leader.
9. To respond in a timely and effective way to any required changes to residents care and support.
10. To ensure that all brokerage and Direct Payment activity undertaken complies with relevant Departmental Policies and Procedures as well as Council Standing Orders, Financial Regulations and Procurement Rules. In particular, to ensure that any financial commitment entered into has been subject to the correct approval processes and is recorded accurately on appropriate business systems.
11. To advise residents, carers and other professionals on the brokered services and Direct Payment options available and processes in order to achieve the individual service plan requirements. Facilitate structured sessions that support residents to effectively manage their direct payments, and provide opportunities for those in receipt of direct payments to learn from their peers
12. To ensure that any concerns about service quality are relayed to the relevant Contracts Officer in a timely and efficient manner.
13. To undertake team processes that maintain up to date and accurate information on utilisation rates for specified block contracts, and to ensure that colleagues have the information required to ensure that utilisation is maximised as appropriate.
14. To undertake audits to clean up packages to avoid duplication and potential overpayments and inaccurate forecasting
15. Ensure that outstanding customer service is being provided to those accessing the direct payments or brokerage function.
16. To participate in team meetings and projects designed to continuously improve systems in line with recognised best practice.
17. Maintain effective liaison with other Council departments and external agencies to ensure that the team's functions, and the wider Department's responsibilities are discharged properly, efficiently and successfully.
18. To undertake such other duties as are commensurate with the grade and responsibilities of the post.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>A good knowledge and understanding of the processes involved in commissioning social care.</p> <p>Knowledge of social care markets and of the challenges that authorities and providers encounter in effectively meeting peoples' social care needs.</p> <p>Understanding of effective safeguarding practice and legislation.</p>	Application Form/Test/Interview
<p>EXPERIENCE:</p> <p>Brokerage experience</p> <ul style="list-style-type: none"> Experience in negotiating with providers on service delivery and 	Application Form/Test/Interview

<p>costs.</p> <ul style="list-style-type: none"> • Experience of partnership working in particular with providers • Experience of working to local authority procurement frameworks. <p>AND/OR</p> <p>Direct Payment experience</p> <ul style="list-style-type: none"> • Experience of working within a direct payments and /or charging team within a social care environment. • Experience of working with Social Care Financial systems. • Experience of conducting interviews with residents and of working with a range of people, including older people and people with disabilities. 	
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> ▪ Ability to manage and prioritise a busy workload to deliver high quality services within agreed timescales. ▪ Ability to analyse and interpret legislation and guidance. ▪ Effective verbal, written and communication skills including the ability to communicate effectively with users, staff, the general public, statutory and voluntary agencies ▪ Good interpersonal skills with the ability to liaise effectively with a wide range of stakeholders at all levels including residents and their families ▪ Ability offer effective challenge to front line social workers, providers, residents and carers to ensure that care planning practice is to a high quality. ▪ High degree of IT literacy and is willing to undertake further training and skill 	<p>Application Form/Test/Interview</p>

<p>development as required.</p> <ul style="list-style-type: none"> • Ability to impart knowledge to others, through formal training, written material and other means. ▪ Ability to work on own initiative, with limited supervision, and as part of a team 	
<p>PERSONAL STYLE AND BEHAVIOUR</p> <ul style="list-style-type: none"> ▪ Displays a high level of personal “drive” and energy and shows a capacity for sustained effort and performance • Adaptable, receptive to new ideas and willing and able to adjust to new demands and circumstances in brokerage services. 	<p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> ▪ This post is subject to an enhanced DBS check. ▪ ▪ Willingness and ability to work occasional evenings and weekends to maintain service delivery. 	<p>Satisfactory clearance at conditional offer stage</p> <p>Interview</p>