

Role profile

Job Title:	Brokerage Officer	Grade: 7	Spinal column range: 23-25
Department:	Children's & Adults	Post no.:	
Directorate:	Adults & Public Health	Location:	Perceval House

Role reports to:	Team Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post.

Purpose of role

- Provide knowledge on appropriate services to social work and care professionals.
- Identify and secure services in a prompt and timely manner, ensuring value for money.
- Provide reports on commissioned services for the purposes of strategic planning.
- Participate in and contribute to operational and commissioning projects as delegated by the Manager.
- Commission extra-care, domiciliary care, day services, floating support and term time / non-term time services for adults and children's services

Key accountabilities

- Collate, prioritise and action requests for services.
- Provide activity reports for the purpose of contract, business and performance monitoring.
- Ensure that all contracts are fully utilised; and feedback provided to contract monitors.
- Attend internal and external meetings as requested by the Manager.
- Provide induction for new team members (and social work / care staff) on the brokerage service.
- Some out of hours and / or weekend working may be required in accordance with agreed protocols

Key relationships (internal and external)

- Service heads, team managers, business and finance teams, commissioning managers
- External care agencies and service providers; and health colleagues

Authority level

- N/A

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

- 1) Knowledge and experience of buying processes within children's and / or social care
- 2) Thorough knowledge of computerised and manual administration / purchasing systems.
- 3) Excellent communication skills (both verbally and in writing)
- 4) Ability to communicate with a variety of stakeholders.
- 5) Excellent negotiating and interpersonal skills
- 6) Ability to set up complex support / care packages.
- 7) A working knowledge of IT systems; online databases; use of spreadsheets and statistical software packages.
- 8) Ability to work within a demand led service with conflicting deadlines
- 9) Ability to work on own initiative with minimum supervision, prioritise own workload, and be flexible and adaptable to change.
- 10) Ability to work as part of a team and contribute effectively to its development
- 11) An understanding of local and national priorities relating to children's and social care services

Essential qualification(s) and experience

1. Direct experience (and knowledge) of working in a children's or health or adults social care environment.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards