

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Brokerage Support Officer
Salary:	Salary: £28,163 - £30,060
Grade:	Grade: 7
Hours:	37 per week. We are open to discussions about flexible working.
Team:	Brokerage
Service Area:	Health, Education and Social Care Commissioning
Primary Location:	County Hall, Oxford OX1 1ND <i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process</i>
Budget responsibility:	No
Responsible to:	Brokerage Manager or Senior Brokerage Officer
Responsible for:	N/A
Political Restricted Post:	

Job Purpose

A brief overview of the key objectives of the job:

The role of commissioning is to understand the population, their resources, needs, and aspirations, now and in the future. We plan with local people, and our organisational partners, to make the most effective use of local resources and develop solutions to meet needs and aspirations. We create an environment where we, local people, and organisational partners can deliver outcomes with consistency using the right skills and services in an appropriate vehicle. We support continuous improvement so we can be even more ambitious for our organisations and communities in the future.

We strive to achieve this in partnership with local people, NHS commissioners, districts and city council, and providers. This promotes a person-centred, place-based and outcomes focused approach across our whole local system.

We support our organisation, local people and partners to look forward, using analysis and evidence to inform plans, manage risks appropriately, apply insight and develop the market to enable the right services for our local people. We drive change so people receive the right service for their need while ensuring the best possible value is achieved, being flexible to allow for different circumstances and applying our specialisms. We learn and adapt to deliver positive outcomes in efficient and consistent ways, constructively challenging how services are provided and working together to build on our strengths.

The postholder will support advice, sourcing and establishing person-centred, high-quality and cost effect care and support packages for individuals. They will include day-to-day brokerage activities, including receiving referrals, identifying options, sourcing, negotiating and contracting arrangements. They will work flexibly on brokerage activities across the following life stages, based on needs and demand to source care and support packages.

Life Stage	Description
Start Well	Expected to source a wide range of placements for children and young people, <u>including</u> fostering, residential, secure, semi-independent, and transition placements. There may also be a requirement to source SEND placements and services, as well as other services to complement care and support packages.
Live and Age Well	Expected to source a wide range of individual care and support packages for vulnerable adults (including those with learning and/or physical disabilities) and older people. This will <u>include</u> residential care, supported living, extra care, homecare, mental health, and other complex needs. There may also be a requirement to source other services to complement care and support packages. Where applicable, the postholder will also offer a range of services including providing information, identifying options and sourcing services for self-funders.

The postholder will work closely with a range of stakeholders, particularly operational services and suppliers, to support effective working relationships and collective understanding of brokerage arrangements.

Job Responsibilities

This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.

- To support brokerage activities to identify, source and establish effective care and support arrangements for children and adults, working with operational services, providers and service users.
- To assist Brokerage Officers and Brokerage Managers in compiling and providing accurate and accessible information and advice for service users and their families in order to inform their care and support decisions.
- To collect, maintain and analyse data on placement usage, availability, costs and market capacity to support insight and monitoring of placement options for the Brokerage function.
- To support the sourcing of required care and support services to meet the needs and preferences of individuals, as requested by Brokerage Officers and Managers.

- To provide administration, meeting co-ordination, document preparation and other activities required to enable timely, effective and compliant decision making for care and support arrangements.
- To liaise with operational services and providers on options, progress and decisions on care and support arrangements, supporting Brokerage Officers and Managers to keep stakeholders informed.
- To support a person-centred approach by creating and maintaining records of outcomes, needs and preferences to inform care and support packages.
- To collect and maintain data for the Brokerage function on placements, performance, outcomes and costs. To undertake general administration activities required for the Brokerage function, including meeting co-ordination and document preparation.
- To assist Brokerage Officers and Brokerage Managers in enabling, building and maintaining effective working relationships with individual suppliers and the wider market.
- To support effective working relationships with operational services by providing relevant data, information and insight, so that care and support arrangements deliver outcomes, quality and value.
- To comply and maintain good knowledge of legislation, government guidance and policies relevant to children and adults requiring care and support packages.
- To ensure that children and vulnerable adults are safeguarded at all times and in line with current legislation, and where appropriate to report areas of concern.
- To provide ideas, share knowledge, and enable suppliers to build on local and national good practice to innovate and continuously improve care and support arrangements.
- To assist other commissioning activities as required to support a joined-up approach to commissioning, procurement and contract management of Health, Education and Social Care services.
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your

application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
5 GCSEs including English and Maths at grade C or above	A, I
Understanding of the purpose, activities and approaches of brokerage and sourcing care and support packages.	A, I
Ability to gather and analyse data on needs, services and performance using a range of sources to support effective brokerage.	A, I
Experienced user of Microsoft Word, Excel, PowerPoint, other applications and systems to support brokerage of care and support packages.	A, I
Broad knowledge of the purpose, policies and key legislation in relation to adults and/or children's services.	A, I
Ability to communicate effectively, build strong relationships and work flexibly with a wide range of stakeholders.	A, I
Ability to work under pressure in a complex, fast-paced and changing environment, prioritising effectively in order to deliver responsibilities.	A, I
Ability to work in a collaborative and constructive way with others as part of a team.	A, I
Broad commercial awareness with knowledge and understanding of supporting cost effectiveness and value for money for services.	A, I
Key Behaviours <ul style="list-style-type: none"> • Takes ownership and accountability for their personal performance. • Builds strong relationships and networks, takes a collaborative approach with colleagues and stakeholders. • Role models a positive, can-do attitude with a continuous improvement mindset. • Is curious and actively seeks out emerging practices and development opportunities. • Supports a strong team culture, empowering team members and supports team member's learning and development. • Communicates and collaborates pro-actively. • Displays informed decision making • Promotes a blameless culture. • Resilient, determined and confident • Provides their direct reports defined structures and objectives and applies robust performance management • Making the best use of the Oxfordshire resources – money, people, skills, estates, equipment etc – looking beyond organisational boundaries • Putting people and communities at the core of all we do 	I

Desirable Criteria	Assessed By:
Experience of supporting vulnerable people through person-centred approaches in a professional or personal capacity.	A, I
Understanding of the broad health, education and social care strategic landscape, including key legislation.	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input checked="" type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input checked="" type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input checked="" type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		