

Broker - Grade 6

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities.

The Brokerage team supports the provision of domiciliary care from the independent sector. The team is responsible for the arrangement and commissioning of domiciliary care packages, from independent sector providers, to service users within their own homes to assist individuals to remain living independently in their own homes. The main purpose of the Service is to provide cost effective, quality services to meet the care needs of adults living in Kirklees which safeguard and promote the wellbeing of those people in greatest need. We aim to arrange services which help people to live independently in their local communities or with families, friends and relatives for as long as they want, or are able.

The role of Broker has responsibility for the support planning element of the Brokerage function.

This role is based within [Adults and Health](#).

The Job

You will work closely with the Short Term and Urgent Support Team and Assessment Teams ensuring information regarding service users support plans and changes are received, processed accordingly and forwarded to the Independent Sector.

You will liaise closely with Assessment Teams to ensure relevant parties are kept informed regarding when service users can be accommodated by an Independent Provider. You will also identify risk when service users are awaiting allocation to an Independent Provider and therefore not in receipt of support.

You will also ensure that changes to support plans are authorised by Assessors where necessary. On a daily basis you will be responsible for updating the waiting list and actively source independent home care provision. You will also monitor and actively try to place packages that are shared with more than one provider, with one provider only.

You will maintain a close working relationship with the Contracts Team in order to maintain a system of up to date Providers, including those not available to accept work due to suspension or other reason.

In all areas you will be required to use your interpersonal skills to maintain effective working relationships with a wide range of stakeholders.

Job Checklist

- Ensures all electronic management information systems are updated and maintained on a regular basis.
- Maintains clear and complete records and files for each customer.
- Deals accurately and precisely with a large volume of work, all of which will be I.T based and require high level data inputting skills.
- Facilitates requests from providers and assessors e.g. confirmation of a termination.
- Processes the adjustment of packages of care through negotiation with external providers and/or the service user to respond quickly to their changing needs liaising with appropriate assessment team to ensure timely responses.
- Within agreed guidelines and where appropriate makes discretionary decisions around temporary increases to support packages for a limited time period until they are able to be reassessed formally.

Please read our [safeguarding policy](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Your IT skills will be crucial to this role; you will be confident in a range of IT packages and able to pick up new systems easily. You will be used to working with lots of varied information including financial information. Able to work at pace and with accuracy you will have a keen eye for detail able to spot inaccuracies or hotspots that need attention.

You will enjoy working as part of a team and understand the importance of working together to achieve outcomes often to tight deadlines. You will understand you are working as part of a wider social care team and will develop an understanding of the provider market as you grow in your role.

A strong customer focus will be key to your success in this role. You will be able to adopt an empathetic solutions focused approach with service users recognising their vulnerability and will use negotiation and assertiveness where appropriate with providers.

Strong communication skills to support positive outcomes are key. Comfortable communicating in writing, on the telephone and in person you will understand the need to adapt your style to the situation.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

- Knowledge of IT systems e.g. Access, Excel.
- Speed and accuracy in data input and retrieval together with the ability to identify inaccuracies, take appropriate action and report these.
- Negotiation skills to work with providers.
- Good communication skills both written and verbal to assist with positive discussions regarding service users.
- Good numerate skills to monitor the costings of care package and to put the relevant figures on the paperwork.
- Sharing of relevant information to enable the payment of accurate invoices and billing.
- Ability to work as part of a team both internally and externally to ensure work is actioned timely and appropriately.
- To work towards processes and procedures in Kirklees and the team.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate in your application how you meet the requirements in the Person Checklist.