

Kirklees Council

DIRECTORATE : ADULTS & HEALTH

SERVICE AREA : ADULT SOCIAL CARE OPERATIONS

**SECTION : CARE CLOSER TO HOME
RESIDENTIAL AND DAY OPPORTUNITIES**

JOB TITLE : DEPUTY TEAM MANAGER - BROKERAGE

GRADE : GRADE 9

ABOUT THE SERVICE

The main purpose of the service is to identify the care needs of adults living in Kirklees and to provide cost effective, quality services 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 Brokerage team purchases 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 Brokerage Team works alongside the Contracts Team in monitoring the performance of independent domiciliary care providers through audits and quality visits as well as through liaison and feedback from colleagues and other members of the multi-disciplinary team. The Brokerage Team also assists in the accreditation of new care providers and monitors the capacity of those providers to deliver the agreed care packages.

The Brokerage Team supports the Contracts Team in the tendering and monitoring of block contracts (where all of the domiciliary care in a geographical area is delivered by one or more providers) including managing the market share between in house and independent sector provision.

The Brokerage Team responds to and investigates complaints regarding independent sector care providers' practice or service delivery. This also includes working with service users and assessors in managing their expectations about service delivery.

It is an expectation that Brokerage will expand beyond that of domiciliary to include the commissioning and purchasing activities across Wellbeing and Communities.

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Brokerage is divided into three main areas of responsibility which are: Support Planning, Duty and Complaints & Quality Assurance.

ABOUT THE JOB

The role of Deputy Team Manager has responsibility for the following elements of the Brokerage function including staff supervision.

The primary focus of your role will be the day to day management of the Senior Brokers and Brokers, who are involved in Quality Assurance, Support Planning and Duty, ensuring that you have an overview of the daily activities and can offer guidance and support to staff as necessary.

A significant part of your role will be to monitor and analyse various types of management information which is an essential element supporting the Brokerage function. You will also be required to ensure the electronic recording in place within Brokerage is kept up to date and accurate to ensure the smooth running of the business whilst reporting any concerns that arise to the Team Manager. You will be expected to assume responsibility for the service during the Team Manager's absence.

Management Information

You will be required to monitor quality and performance both individually and team related by randomly selecting various documents completed by the team. If it is identified that there are inaccuracies in the information or evidence that the process or timescales are not being followed then this would be discussed either individually or with your team as a whole. You will discuss any areas of improvement and actions to be taken. It is expected that you will produce management information to support this process.

As part of your role you will be expected to provide a range of management information using a combination of IT systems e.g. Access database, Excel spreadsheets etc.

You will be required to undertake the monitoring of block and spot contracts on a weekly and four weekly basis. The monitoring will identify any areas of concern around block performance, available capacity, average unit cost, usage of retainers and guaranteed payments, invoice accuracy and the variations between planned and delivered hours.

You will monitor block capacity on a weekly basis to ensure the block is performing at its most efficient and to ensure that any identified capacity is used appropriately. Where a block is operating under capacity action will need to be taken to ensure any guaranteed payments are kept to a minimum.

Where cases are shared between one or more providers, Brokers working in support planning should actively continue to try and place the whole case with one provider

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only. You will monitor this on a four weekly basis and ensure that the numbers of shared cases is kept to a minimum and that the list is kept up to date.

A waiting list of service users requiring a care package is sent out on a daily basis to all providers. You will be required to monitor this on a weekly basis identifying areas of concerns such as high risk cases, the most vulnerable cases, number of days waiting for care, blockages in the system i.e. Hospital discharges, transitional beds and so forth. You will work with provider agencies to identify rounds that may be of viable interest and agree a planned approach to taking care packages off the waiting list. In some cases certain providers will be excluded from this process due to quality issues/concerns.

You will consolidate the information identifying the reasons why some cases are hard to place and seek solutions to overcome these issues. You will attend an escalation meeting with other colleagues in Wellbeing and Integration to ensure that there is a joint approach to placing urgent and hard to place care packages.

Any areas of concern that are identified from the monitoring will be discussed with the Team Manager and you will jointly agree the relevant action to be taken.

IT systems and processes

The Brokerage Team function with great emphasis on I.T. systems, using minimal paper systems, therefore you will ensure all electronic management information systems are updated and maintained on a regular basis. You will deal with a large volume of work, most of which will be I.T based and require high level data inputting skills.

As part of your role you will ensure that the IT systems in place within Brokerage effectively support service delivery liaising with the Council's IT team, INTECH, where improvements are needed.

You will also be responsible for the organisation of data cleansing on a periodical basis ensuring that the details held electronically are relevant, accurate and up to date.

There is an emphasis on communication with providers about the Brokerage processes and the return of signed documentation. You will contact providers who fail to follow the process in relation to Support Planning and Duty and on occasion may have to offer technical support with IT systems and processes.

You will support the Tem manager in the development of new IT systems and processes to ensure the ongoing development of the function.

Finance

You will support the manager to ensure the efficient ordering of equipment, e.g. stationery and small office items, monitoring budgets and the maintenance of records

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of all income and expenditure. As part of this aspect of your role, you will be required to liaise with the Finance team regarding staffing changes and associated costings. You will check expenditure listed on the transactional analysis sheet produced by Finance and liaise with them regarding any inaccuracies that may arise.

Staff Supervision and Development

As Deputy Team Manager, you will be responsible for the supervision of the Brokers. You will organise and ensure that your staff have a workload related to their skills, experience and level of responsibility.

You will be required to undertake staff supervision and Performance Appraisals to ensure that duties are performed in line with service objectives and procedures.

You will participate in the recruitment and selection process as required and assist and participate in induction training under the direction of the Team Manager. You will assist in addressing the training and development needs of your staff ensuring that these needs are met through appropriate training or other relevant methods.

A requirement of the role is to initiate the absence management procedures for absent employees in line with Kirklees policy and conduct return to work interviews as required.

You will be responsible for checking and authorising time sheets and mileage claims for your staff. You will also be required to authorise annual leave requests for your staff whilst ensuring adequate cover is maintained.

It will also be necessary for you to ensure effective communication within the team by facilitation of team meetings, provision of written information, briefings etc to ensure that all staff are kept informed of relevant issues.

Other

You will be responsible for the organisation and delivery of inductions, relating to the Brokerage role, of new independent sector providers, their managers and Assessors employed by the Council. You will ensure that the role and responsibilities of the Brokerage function are understood by all involved. The induction of the new providers will follow on from the formal accreditation process carried out by the Contracts Team.

You will contribute to and assist with the development of the Team Plan linking this with the Service Plan and the Performance Appraisal system.

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

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, induction, ongoing performance management and development and through Council communications.

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As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please click [here](#) to read our safeguarding policy.

Alternatively go to: <http://www.kirklees.gov.uk/beta/working-for-kirklees/about-kirklees.aspx>

KEY RESULT AREAS/OUTCOMES

- Staff are effectively supervised and developed to deliver high quality services.
- Performance targets and quality relating to management information are monitored and remedial action taken where appropriate.
- Block and spot contracts are effectively monitored identifying any areas of concern ensuring value for money.
- IT systems are in place to support the business of the Brokerage Team and all information is recorded in a timely manner.
- Support is given to the Team Manager to monitor the team budget.

RESPONSIBLE TO: TEAM MANAGER

**RESPONSIBLE FOR: 4 x SENIOR BROKERS
 3 x BROKERS**

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PERSON CHECKLIST

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
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 2. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

These behaviours will be tested through the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

In-depth knowledge of IT systems e.g. Access, Excel and Office.
Experience of implementing procedures for managing large quantities of information.
Knowledge and understanding of relevant legislation in relation to home care provision, e.g. Movement and Handling.
Experience of supervising staff e.g. staff development.
Numeracy skills to accurately monitor information and budgets.
Ability to analyse data and produce reports for the manager.
Knowledge of adult social care services including the personalisation agenda.
Ability to attend and travel to meetings.
Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

Reference No	RDO042
Created	-
Graded	-
Prepared By/Amended By	CT
Amended On	12/17

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