



City of Bradford Metropolitan District Council Job Profile

Reference Number	
Role Title	Care Home Brokerage Officer
Directorate	Adult Social Care and Health
Service Area	People Commissioning
Reports to	Support Options Team Leader

Role Purpose (maximum of 3 points, with no sub bullet points)

1. To broker external residential and nursing care home provision for adults with an assessed care need.
2. To liaise with people planning to move to residential or nursing care home provision, their families and carers to understand their needs, preferences and financial contribution to third part top-ups in order to identify the most suitable care home options for them.
3. To support processing, set-up and oversight of care home placements which includes regular liaison with colleagues in Financial Support Services, Social Work Teams, Commissioning and Contracts teams and External Providers.

Duties and Responsibilities (maximum of 15 points, with no sub bullet points)

1. Meet with people planning to move to residential or nursing care home provision, their families and carers to discuss and understand their needs, preferences and financial contribution to third part top-ups to help identify suitable care home options based on this information, and information from their Care Act assessment.
2. Share general information with the person and their family members / carers on options for funding, including deferred payments and third-part top-ups to help inform decision-making.
3. Source appropriate care home options which offer best value for the Council and for individuals, and support the person and their family members / carers to make a decision on which care home they would like to choose based on the brokered options available.
4. Ensure that prospective providers of services receive relevant and accurate information relating to the person's care package, liaising with internal departments, external individuals and organisations to do this,
5. Respond to queries and clarification from providers to ensure the placement process takes place effectively.
6. Liaise with the Contracts and Quality Assurance Team regarding the monitoring of the care home services and assist the Contracts and Quality Assurance Team in ensuring the quality of services and accurate records are maintained.
7. Collect information regarding the capacity of the market to help inform the Commissioning Team.
8. Provide the relevant information to providers to enable services to commence and issue Individual Service Contracts.
9. Amend and close established packages of support as required (in line with agreed procedures).

10. Ensure appropriate and accurate information (e.g. when services have commenced, any changes to services provided, etc.) is passed to Financial Support Services to allow social care charges to be calculated and collected and for provider payments to be made.

11. Maintain/update internal IT systems appropriately to record the discussions held, decisions made and services to be delivered.

12. Undertake all processes in a professional timely, efficient and courteous manner, developing and maintaining effective communication with all key stakeholders.

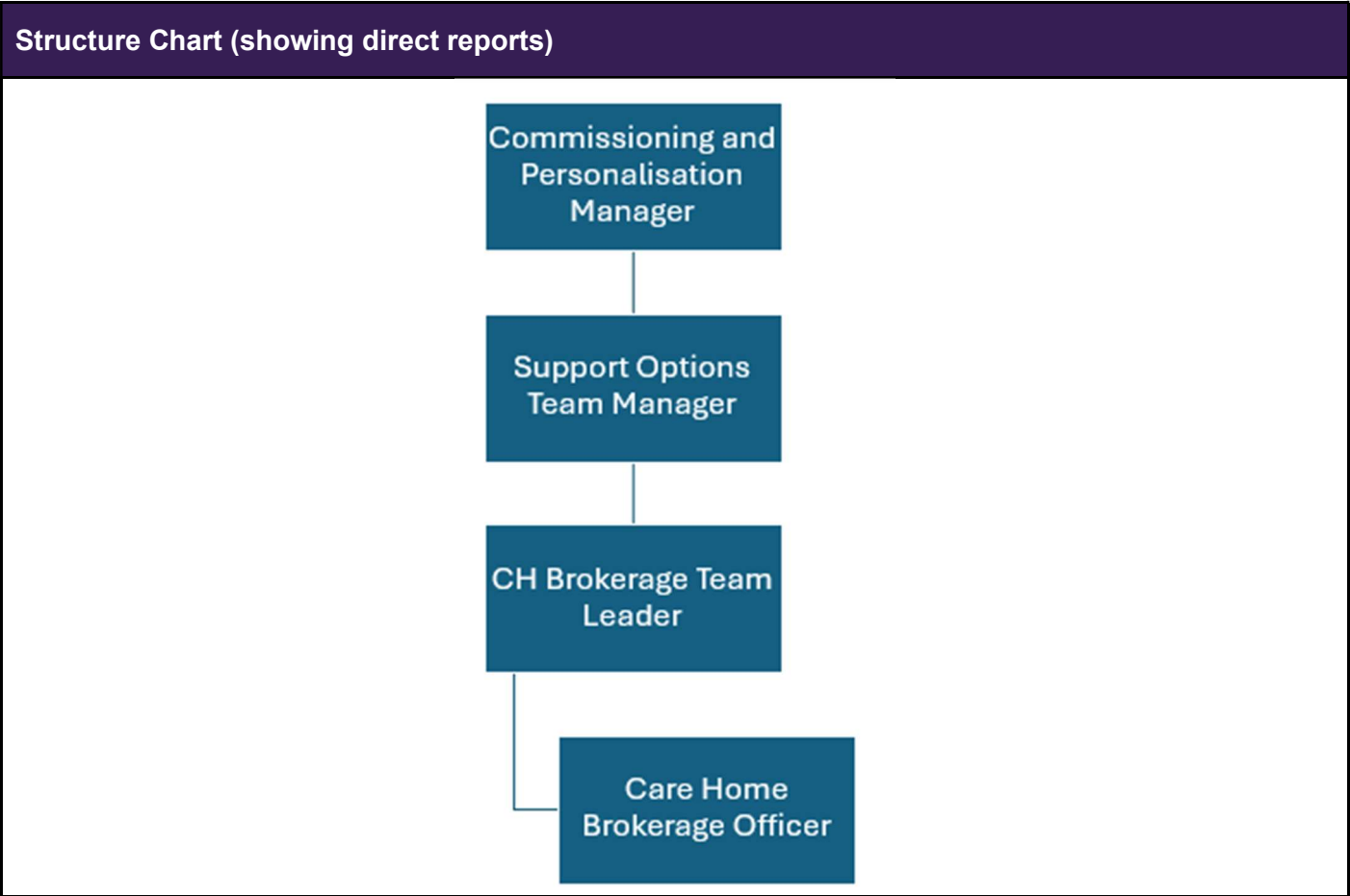
13. Respond quickly and appropriately, following the agreed Departmental procedures, to information which suggests an individual may be at risk of harm. Where a concern is identified escalating this to other services both internal and external to the Council.

14. Audit and investigate disputes regarding services provided in respect of hours, rates and dates.

15. Respond to and deal with both telephone and e-mail queries regarding any or all of the duties listed above and provide duty cover (within office hours) as required.

Dimensions of role (direct or indirect as applicable) e.g. total number of staff managed, total budget, total scope of role

None



Person Specification

Knowledge / Skills / Experience required

- Demonstrates an understanding of and ability to work within the duties and responsibilities that underpin Adult Social Care Services, with particular reference to options for care home placements, including funding options.
- Able to assimilate and apply complex and detailed information and relay it to customers, including information about care home provision, including funding options.
- Able to put person centred values into practice in a way which promotes the values of individuals
- Able to safeguard and promote the welfare of vulnerable adults. This requires understanding what harm or abuse is, recognising it and responding to it proportionately.
- Able to apply anti-discriminatory practice and approaches in day to day interaction with colleagues, people who use services and their families and carers, challenging bias, prejudice and intolerance and able to understand and act to support community engagement and cohesion through acting to secure equitable access to services.
- Experience of customer service, particularly dealing with customers over the phone and in person.
- Educated to Level 2 of the Regulated Qualifications Framework e.g. NVQ Level 2, GCSE grade A* - C, Skills for Life Level 2, or relevant experience working in a large public sector organisation.

Key benchmarked competencies, traits and motives required to successfully deliver the role These will support recruitment, succession planning, development and performance management		Essential
Health and Safety	Uses knowledge of Health, Safety policies, procedures and regulations including risks in own area of work	
IT Packages	Uses a range of complex IT packages relating to area of work	X
Service Improvement	Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery	X
Continued professional improvement	Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area	X
Communication	Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	X
Numeracy & Literacy	Demonstrates a high level of numeracy, literacy and accuracy across a range of activities	X
Relevant Professional Qualification	None	
Carries out performance management	Covers the employees' capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	X

Communicates Effectively	Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.	X
Carries Out Effective Decision Making	Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work.	X
Undertakes Structured Problem-Solving Activity	Covers a full range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.	
Operates with Dignity and Respect	Covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	X
Practices Appropriate Leadership	Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do.	
Operates with Strategic Awareness	Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.	
Delivering Successful Performance	Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.	
Applying Project and Programme Management	Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning	
Developing High Performing People and Teams	Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.	

Applicants with disabilities are only required to meet the essential special knowledge requirements (clearly marked)

Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the postholder is required to meet the Lower threshold level.
You should be able to demonstrate that you can use a wide range of simple words and a standard English sentence structure to express and maintain a flowing conversation even though you pause to think of the correct words with the ability to express and make yourself understood (this will also be tested during the interview).

Completed by:	Holly Watson	Date:	30/04/2025
----------------------	--------------	--------------	------------