CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Adult Social Care** | **SERVICE GROUP: People Commissioning** |
| **POST TITLE: Support Options Team Leader** | **REPORTS TO: Support Options Manager** |
| **GRADE: SO1** | **SAP POSITION NUMBER: 50230277** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| Support Options Team Leaders play a key role in the development and delivery of brokerage for community-based support, care home placements and Direct Payments, and the delivery of Adult Social Care priorities.To be responsible for the day-to-day co-ordination and efficient delivery of one of the brokerage functions delivered by Support Options:* Community-based brokerage and placements, including home support, supported living, day time opportunities / day care and community meals services for all adult social care client groups.
* **Care Home brokerage and placements, including discharge to assess, long-term residential and nursing and short-term placements.**
* Direct Payment brokerage and coordination of personal budgets for adults, children and education services.

To provide day to day leadership and support to a team of Brokerage Officers, including performance management through carrying out regular supervisions and appraisals.To co-ordinate the allocation and control of the workload of a team of Brokerage Officers. To consult with staff within the teams, colleagues in Operational Services (both in the Department Adult Social Care and Children’s Services), Commissioning and Contract Management, Financial Support Services and the ICB on changes to working practices to ensure a good quality, efficient and effective services are delivered and maintained. To offer advice and guidance on legislation, policies and procedures relating to relevant services to staff at all levels, people who need services and their relatives and liaise with internal and external agencies i.e. Social Work staff, CHC staff and commissioned providers. |
| **Main Responsibilities of Post:**  |
| 1. Maintain up to date knowledge of law, regulations and statutory guidance relating to personal budgets and support brokerage with reference to adult, children’s and education services as required
2. Establish and maintain good working relationships with social care provider organisations, operational colleagues in operational services, Commissioning and Contract Management, Financial Support Services and the ICB
3. Be a competent user of IT applications including standard office software packages e.g. Word and Excel, and specialist applications such as SystmOne, ContrOCC, Connect to Support and ARC GIS Mapping. To problem solve service based IT issues with members of the Support Options Team
4. To evaluate, monitor and make recommendations for improved delivery to manual and computerised systems, procedures and practices and where appropriate to liaise with relevant teams to actively support the delivery of improvements
5. Assist and participate in the formulation and development of on-the-job training programmes for all staff as required. Responsible for leading the induction of new members Support Options Team.
6. Responsible for inducting new Social Workers and updating existing Social Workers in relation to personal budget and placement/brokerage guidance, in line with legislation, and the role and functions of the Support Options Team
7. To assist in the monitoring and financial audit of placements and/or Direct Payments
8. Responsible for the performance management of a team within Support Options as directed; carrying out regular supervisions, appraisals, team and practice development in line with Bradford Behaviours; to assist in the allocation and control of the workload.
9. Ensuring that invoices detailing variations and adjustments to externally commissioned services are checked and verified against Care Act support plans and client record data bases to confirm that payments are processed in a timely way, including any necessary liaison with the Senior Income Officer within the Financial Support Service to minimise potential complaints from external providers and service users, and reduce delays in payments to commissioned providers.
10. Participate in the recruitment and selection of Brokerage Officers
11. To support and advise people who use services, families and other service professionals on legislation, policies and procedures relating to the relevant area of brokerage.
12. Identify gaps in service provision for externally commissioned adult social care or Direct Payment provision to inform commissioning plans for externally commissioned services and personal budget options. This responsibility will be augmented by the Team Leader’s actively participating in the delivery of the brokerage functions of the Support Options Team
13. To ensure contractual and budgetary compliance by the Support Options Team.
14. Carry a case load of work for the brokerage/placement of services including participating in the delivery of the duty systems
15. To undertake all duties commensurate to the nature and level of the post at initial place of work or at any other venue.
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| **Structure:**Care Home Brokerage Officers x4 Direct Payments Brokerage Officers x6Support Brokerage Officers x11 |
| **Special Knowledge Requirement: Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |
|  | **Essential** |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | x |
| Carries out the working practices, procedures and basic operations across a specialist area – commissioned social care and personal budgets  | x |
| Understands and applies health and safety working practices, including risk in own area of work and while working with vulnerable people in the community/lone working.  | x |
| Uses a wide range of IT applications particularly having proven knowledge of Microsoft Office including Word, Excel, Outlook and specialist applications for example SystmOne and ContrOCC  | x |
| Knows the costs for products and services within own area of responsibility e.g. adult social care, demand and supply for adult social care and personal budgets | x |
| Knows and understands how to analyse, interpret and present complex information from a variety of sources. | x |
| Knowledge and understanding of legislation relating to personal budgets and adult social care. | x |
| Is able to demonstrate a broad depth of knowledge of the care services provided by the Local Authority | x |
| Knowledge and understanding of the barriers affecting vulnerable people accessing services through personal budgets and the need to overcome the challenges in personalised self direct support  | x |
| Is able to demonstrate knowledge of General Data Protection Regulation | x |

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| **Relevant experience requirement: Will be used for shortlisting**  |
| Experience in a supervisory / managerial or mentoring and supporting colleagues where advising and decision making on complex matters is a main feature.Experience of using information technology systems as listed in Special Knowledge Requirements above.Experience of handling confidential material.Experience of acting on own initiative. |
| **Relevant professional qualifications requirement: Will be used for shortlisting**  |
| Educated to NVQ Level 4 and / or demonstrable experience to operate at this level in an admin/finance related environment, where advising and decision making on complex matters is a main feature.  |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management –** covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.  |
| **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. |
| **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. |
| **Undertakes Structured Problem Solving** **Activity** - covers a 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.  |

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| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **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. |
| **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. |
| **Working Conditions:**   |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
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| **Special Conditions:**  |
| You will be informed outline if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
| **Compiled by: Marion Kelly****Date: 13.11.2020** | **Grade Assessment Date: 20.11.2020** | **Post Grade: SO1** |