

JOB TITLE: Service Manager Brokerage/Placements

GRADE: M5

REPORTS TO: Head of Commissioning CLA and Safeguarding

DEPARTMENT: Specialist Services

TEAM: Brokerage Accommodation/0-25 SEND Brokerage and Brokerage Finance

Purpose of the Job

To be responsible for the delivery of brokerage services in line with Departmental Strategy to include:

- Management of the 3 brokerage teams.
- Placement finding , placement moves, care leaver support and support packages
- Chairing Access to Resources Panel and Multi Agency Panel
- Support packages for disabled children and their families
- Financial oversight of a range of budgets including the Independent placements budget, the care leavers budget a, shared care, direct payments and diversion from care budget.
- Monitoring of the Contact Service Contract
- Work with commissioning colleagues in securing appropriate services to meet strategic objectives.

Main Areas of Responsibility

1. Provide leadership and direction to staff in the 3 brokerage teams; setting out the group's goals; conveying how they support the fundamental purpose of the council and energise staff towards their achievement.
2. To report to senior managers including the CSF Board and members on a regular basis and be accountable for the overall implementation of the strategy

3. Deliver improvements in the financial planning of services for vulnerable and Looked After Children including improvements in the unit costs of services and efficiencies by improved procurement.
4. Work collaboratively with social care teams, independent providers and partner agencies.
5. To deliver improved outcomes for Looked After Children
6. Contribute to the development of specific policies and procedures relating to commissioning and contracting
7. Collect and analyse data to contribute to service development
8. Ensure the Council performs its duties and functions in fulfilment of its statutory obligations.
9. Effectively chair Funding panels
10. Deputise for the Head of Service as required
11. Contact Service
 - Monitoring of the Contact Service Contract to include monthly performance reports and decision making in relation to contact requests.
12. Brokerage Accommodation Team
 - Placement finding
 - Placement Moves
 - Sourcing of support packages
 - Monitor all provider notifications /Ofsted reports and ensure any safeguarding issues are addressed with relevant parties
13. 0-25 SEND brokerage
 - Payments to disabled children and their families and support providers
 - Support services to disabled children and their families (Direct Payments, personal budgets, short breaks)
 - Monitor all provider notifications /Ofsted reports and ensure any safeguarding issues are addressed with relevant parties
14. Brokerage Support Team
 - Processing of invoices related to care leavers/exceptional spend and diversion
 - Monitor all spend and address and finance queries
 - Agree appropriate transport and accommodation arrangements

Knowledge

- Knowledge of Children Acts 1989 and 2004, Adoption and Children Act 2002, Leaving Care Act 2000, Children and Young Person's Act 2008 and all associated Guidance regulations, as well as Working Together, Assessment Framework, ICS and Looked After Children/care planning procedures.
- A clear understanding and awareness of the government agendas as applied to children and young people's services and the ability to translate them into service requirements.
- A good understanding of the relevant legal, political, operational, commercial and social community aspects of a similar complex environment.

Qualifications

- Educated to degree level or equivalent in a relevant area, and/or recognised social work qualification.
- You will be a professionally qualified, registered social worker adhering to the Health and Care Professions Council (HCPC) standards of proficiency and meet the national professional social work capabilities.
- Evidence of continuous managerial and professional development/management qualification.

Experience

- Experience of providing high quality services to children, young people and their families in UK local authority social work services.
- Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders.
- Experience of successfully managing change.
- Experience of planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.
- Experience of having worked successfully at a supervisory/managerial level to develop a high performing social work team.
- Evidence of successful integrated working with colleagues across the service and agencies to promote the children and young peoples best interests.
- Demonstrable commitment to diversity issues in both service provision and employment practices and evidenced achievement of positive outcomes.
- Experience of successfully working to a budget in a demanding public arena.

Skills and abilities

- Ability to develop and sustain partnerships across teams.
- Ability to be an effective advocate for and representative of the Council.
- Ability to think strategically and plan workloads and workflow.
- Project planning and process management skills.
- Managerial skills, including risk assessment.
- Ability to manage and interpret budgetary and financial information.
- Good written and oral communication skills.

You must have full driving licence and on occasions will need to use your own car for business.

DISCLOSURE AND BARRING SERVICE CHECK

This post is regarded as a position of trust and as part of Hertfordshire County Council's preemployment

checks will be subject to a DBS check. Further information is provided at a later stage.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)

1 ADDITIONAL INFORMATION

Briefly explain any aspects of this job not included elsewhere in the job description.

**** The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.**

2. ORGANISATION CHART

Please draw an organisation chart showing this job in relation to other jobs in the section/department. Ensure that job titles/grades and NOT names of individuals are shown.

See attached.

3. SUPERVISION

(a) Explain how this job is controlled and guided by its Supervisor/Manager and the frequency of meetings between the two, indicating what work/decisions need to be referred upwards.

- The post-holder will be line managed by the Head of Commissioning CLA and Safeguarding. The post-holder will need to work independently as a senior manager, seeking support on decisions which impact on the overall strategic objectives.

(b) Indicate which jobs are supervised/managed by this one, including frequency of meetings between the two and control exercised over their work.

- The post holder will manage 2 x M4 Team Managers and an M2 Brokerage Support Manager.

4. JOB CONTEXT

(a) Describe briefly the work of the section/department in which this job operates.

- The Commissioning CLA and Safeguarding Service has responsibility for all our external contracts relating to children Looked After and Safeguarding. The purpose of the service is to ensure best value in goods and services commissioned externally and internally.

(b) State where the work of this job comes from and where it is sent on completion, indicating whether the general cycle is daily, weekly, monthly or annual.

The work comes from teams across CS, CSC Board and relevant associated Boards and Finance.

5. CONTACTS

List the main contacts within HCC and external organisations with which this job has regular involvement, indicating briefly the reason for the contact.

- Senior Managers and members within Children's Services – report recommendations to
- Regional Fora – links to regional work
- Independent Sector Providers – services will be commissioned from
- Contracting and Commissioning colleagues in other regional authorities collaborative working
- Internal service areas
- External partner agencies including Health, Education and Police.

- Other HCC staff in similar posts e.g. ACS – peer support and joint working

6. KNOWLEDGE, EXPERIENCE AND TRAINING

Please state the skills, training, experience and specific qualifications needed to perform this job. The details should relate to the requirements of the job, not to the jobholder.

- Qualifications – good standard of general education, Qualified Social Worker.
- Experience – at least five years' experience of working in the public sector. Experience of managing complex projects and working across organisational boundaries. Experience of managing people and budgets.
- Skills – effective project management skills, ability to work across organisational boundaries, good communication skills, ability to specify requirements in order to achieve clear outcomes, negotiation skills, analytical skills and ability to lead and implement changes. Presentation skills and ability to inspire confidence to a range of audiences.
- Knowledge – knowledge of contracting commissioning and knowledge of the national changes to the way children's services are provided. Knowledge of equalities and diversity issues that would impact on this post. Knowledge of Children's Residential Care.

Other

- Full driving licence and the use of a car

7. PROBLEMS AND DECISIONS

(a) Briefly describe one or two examples of the most difficult problems this job may encounter, including action taken to resolve them.

- Determining the appropriate commissioning strategy– assessing needs and the market, quantifying costs and setting targets – analysis of data, research, taking account of stakeholders' views etc.
- Sensitive and high-profile compliance problems e.g. serious breaches of contract, quality of care, cost concerns

(b) Briefly describe one or two examples of the most significant decisions this job makes without reference to a more senior member of staff.

- Decisions about support for children on the edge of care and children coming into care
- Budgetary decisions in relation to placements.

8. DIMENSIONS

(a) Please give the current value of any budgets or any other sums of money with which this job is involved.

- Staffing budgets for 3 teams

- Children's Services spends c£23m on Independent placements for Looked After Children and across the region this amount is increased significantly. The post is responsible for making significant efficiencies in relation to how this money is spent.
- Contact Service £1.3m
- Diversion from care -Spend £1m
- Care leavers 800K
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(b) Please provide numbers and grades of staff reporting to this job, any equipment for which it is responsible and any other relevant statistics.

- As previous

9. PHYSICAL EFFORT

To what extent does the job involve physical effort/strain over and above what would normally be incurred in a day-to-day office environment?

- None over and above usual.

10. WORKING ENVIRONMENT

To what extent is the job exposed to objectionable, uncomfortable or noxious conditions over and above what would normally be experienced in a day-to-day office environment.

- None over and above usual.