Coventry City Council

Job Description and Person Specification

Outcomes Broker

Job Details	
Grade	GRD5
Service	Strategic Commissioning
Location	City Wide
Job Evaluation Code	Y5667D

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Arrange inclusive personalised, strengths-based and cost-effective care and support that enables Coventry residents to achieve their outcomes, maximise independence and maintain wellbeing. Work collaboratively with adults, carers, professionals, providers and community organisations to identify and source suitable support solutions to meet our diverse population's needs. Promote use of individual and community assets, reduce reliance on formal services where appropriate, and deliver value for money.

Main Duties & Key Accountabilities

Sourcing, negotiating and arranging personalised care and support that meets assessed needs, achieves agreed outcomes and represents value for money.
Collaborating with adults, carers, families, social care practitioners and health professionals to determine and secure suitable support solutions for our diverse population's needs.
Promoting choice, independence, wellbeing and strengths-based approaches when arranging care and support.
Providing clear information and guidance to support informed decision-making, including for people who fund their own care.
Developing and maintaining effective working relationships with care and support providers, health partners and other key stakeholders.
Maximising the effective use of commissioned services, including block contracted provision, in line with commissioning intentions and available resources.
Maintaining accurate and up-to-date information on service availability, capacity and support options to facilitate timely brokerage.
Monitoring and recording brokerage activity, ensuring information systems and records are accurate, complete and maintained in line with agreed procedures.
Sharing intelligence on service capacity, market trends and emerging pressures to support market management and service development.
Identifying and escalating concerns relating to provider quality, service capacity or sustainability through appropriate channels.
Working collaboratively with Adult Social Care, health, housing, commissioning and community partners to support effective care planning and service delivery.
Maintaining knowledge of relevant legislation, policy, local service provision and best practice, contributing to the continuous improvement of brokerage processes and outcomes.

Key Relationships	
External:	Care and support providers VCFSE organisations NHS partners Individuals drawing on care and support Carers

Internal:	Adult Social Care operational teams Commissioning Finance Housing

Standard Information

Post holders will be accountable for
● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
● any other duties and responsibilities within the range of the salary grade.

Responsible for

No People Management Responsibilities

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge	x	x		Knowledge of adult social care services and support and wider adult social care and health systems.
Knowledge	x	x		Understanding of person-centred, strengths-based and outcomes-focused approaches.
Knowledge	x	x		Knowledge of services available to support Coventry's diverse population and an understanding of how this may influence care and support needs.
Knowledge	x	x		Understanding of safeguarding responsibilities.
Skills And Ability	x	x		Ability to identify and secure appropriate care and support solutions that meet assessed needs and achieve outcomes.
Skills And Ability	x	x		Ability to communicate effectively with adults,

				carers, providers, professionals and partner agencies, both verbally and in writing.
Skills And Ability	x	x		Ability to negotiate and build effective working relationships with providers and stakeholders.
Skills And Ability	x	x		Ability to coordinate and handle multiple priorities effectively, meeting deadlines in a dynamic and demanding environment.
Skills And Ability	x	x	x	Ability to analyse information and make informed recommendations.
Skills And Ability	x	x	x	Ability to use IT systems effectively to record, monitor and report information accurately.
Experience	x	x		Experience of working with adults or older people
Special Requirements			x	This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.