

## Kent County Council

Job Description: *Brokerage Officer (Supported Living)*

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**Directorate:** Adult Social Care & Health  
**Unit/Section:** Adults Commissioning  
**Grade:** KR8  
**Responsible to:** Senior Brokerage Officer

### **Purpose of the Job:**

Take responsibility for the sourcing of Supported Living placements.

Identify, broker and liaise with providers and social workers to secure appropriate placements, based on individuals' needs, taking a holistic view of accommodation settings.

Manage a comprehensive, coordinated and efficient referral process to ensure the timely commencement of appropriate placements.

To provide support to Commissioners in ensuring that the local authority commissions services via an agreed commissioning plan, that is both evidence based, provides value for money and meets the needs of Kent residents

### **Main duties and responsibilities:**

- Source and broker Supported Living placements, via the Framework contract in the first instance. This will be achieved through timely management and quality assurance of referrals, to secure the most appropriate placement for the individual at best value.
- Proactively engage social workers and providers to ensure the timely progression of referrals.
- Lead projects and act as key contact with a number of providers commissioned by the Council.
- Work with Commissioners to deliver effective commercial and contract management to ensure operational and commercial processes are aligned in order to drive best value and exploit opportunities to improve outcomes and drive efficiencies. Support Commissioners to develop and utilise a range of contractual levers which ensure a focus on quality, activity and financial performance. Ensure effective coordination of commissioned services to support KCC's statutory responsibilities.
- Be responsible for participating in the resolution of complex issues in relation to identifying specialist provision, managing liaison between key stakeholders to provide the best and least disruptive service, escalating more complex cases when appropriate. This includes an understanding the care needs matrix to ensure we negotiate the best use of support hours in the scheme.
- Apply expert knowledge and experience to guide stakeholders in understanding the support that is required, how identified needs will be met, and to secure the provision. Provide a high standard service in the identification and sourcing of placement and support.

- Provide competent advice relating to the specialist nature of the work, ensuring relevant legislation, statutory guidance, KCC and team policy and practice standards are understood.
- Use appropriate ICT systems as required for the delivery of the role, including the use of Power BI.
- Develop and maintain constructive relationships and work collaboratively with partners (internal and external) and across agencies to inform and devise approaches to planning and development and improve use of resources within a quality and performance culture.
- Manage the process of adding new properties to the contract, ensuring minimum design specification requirements are met.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: *Brokerage Officer (Supported Living)*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Good basic education and competency in numeracy and literacy.
<b>EXPERIENCE</b>	Experience of the public, private or voluntary sectors.
<b>SKILLS AND ABILITIES</b>	<p>Good negotiation skills and high level of interpersonal and communication skills at all levels.</p> <p>Excellent administration skills</p> <p>Ability to meet strict deadlines</p> <p>Ability to plan and prioritise effectively</p> <p>ICT literate with accurate record keeping skills</p>
<b>KNOWLEDGE</b>	<p>Good understanding of Adult Social Care and Kent County Council structure and key partner agencies.</p> <p>Awareness of Data Protection, GDPR and confidentiality issues</p> <p>Awareness of and responsiveness to political issues</p> <p>Basic knowledge of financial regulations and contracting procedures.</p> <p>An appreciation of the issues affecting the needs of individuals in Kent.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>