

TEAM MANAGER (BROKERAGE)

Role Profile

Title	Team Manager (Brokerage)	
Grade	GRADE J	
Reference:	NI643	
Reports to:	Head of QA, Performance and Planning	
Work style Definition	Flexible Worker	
Job Type:	Technical Manager	
Primary purpose of role	<p>To manage the delivery of a high-quality brokerage function for placements for children and young people for externally commissioned placements, aiming to source high quality, stable homes for our children and young people in the care of the local authority. This includes the use of practice-based experience to support the effective scrutiny of information which is sent to placement providers, the tracking of progress of placement searches and collation of market intelligence to link with strategic commissioners to inform activity across Plymouth and jointly with our local authority partners.</p> <p>The post holder will ensure that the quality of commissioned placements is monitored, so that issues with existing providers are captured, tracked and escalated as needed to senior managers. The post holder will work with the team around the child to find solutions to issues of placement instability and support improvements in practice.</p> <p>The post holder will support the ongoing review of placements, linked to the needs of individual children and young people, ensuring that the cost of the placement is linked to the needs of the child.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Line management of brokerage staff. (30%) ▪ Liaison with social work staff to support improvements in practice. (20%) ▪ Quality assurance of information sent to placement providers. (15%) ▪ Supporting the effective management of complex cases. (15%) 	Role measures <ul style="list-style-type: none"> ▪ Placement searches are launched in a timely way, using good quality information about the needs of the child or young person. ▪ Progress on placement searches is tracked and communicated to social work teams as needed. ▪ Complex cases are supported through effective partnership working, challenge and negotiation with placement providers and practitioners to

	<ul style="list-style-type: none"> Representation at key meetings including panels, stability and risk management meetings. (15%) Escalation of risks and issues to senior managers. (5%) 	<p>find innovative solutions to issues.</p> <ul style="list-style-type: none"> Brokerage is represented on key panels and meetings, including care planning panels, risk management meetings, Quality Assurance and placement stability meetings. Feedback on provider performance and emerging market themes is shared with Strategic Commissioners. Positive feedback received from partners (internal and external). Securing cooperation and collaboration from others to achieve required outcomes. To support the delivery of Key Performance Indicators e.g. Placement Stability in relation to Children and young people in care and Care leavers. Culture of reflection and challenge where appropriate is evident through authorisations, supervision audits, staff feedback. Evidence of Supervisions, HR processes, appraisals etc. actively undertaken.
Key activities	<p>The following percentages will fluctuate dependent on the needs of the service:</p> <ul style="list-style-type: none"> To line manage brokerage staff to support the effective delivery of the brokerage function. (20%) Liaison with social work teams to support improvement in practice related to placements for children and young people. (15%) Quality assurance of placement request information sent to placement providers. (15%) Tracking of progress on current searches, including liaison with in-house fostering. (15%) Supporting the effective management of complex cases. (10%) Representation of brokerage at key panels and meetings to support care planning and QA for the child or young person. (10%) Liaison with Strategic Commissioners to share market intelligence and inform strategic commissioning plans. (10%) Provide information for and attend where required Democratic Committees e.g. Scrutiny. (5%) 	

	<ul style="list-style-type: none"> Undertake other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> Educated to degree level or relevant training or experience related to Health, Social Care or Education. Experience of working as a practitioner in social care, either for children's or adults. Knowledge of inspection requirements and regulatory standards for health and social care providers. Knowledge of care planning requirements and the legal framework for local authority care of children and young people.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> Knowledge and experience of the current placement provider market for health and social care. Knowledge of child and family social work in a statutory setting. Understanding of child development, including the impact of different parenting styles on development; the impact of loss, change and uncertainty in the development of resilience and assessment of vulnerability.
Essential experience	<ul style="list-style-type: none"> Some experience of working in a childcare setting, which may have been gained through student placement or voluntary or paid work.
Desirable experience	<ul style="list-style-type: none"> Assessing risk and need. Planning and reviewing outcomes to achieve sustained change. Working with service users who demonstrate challenging behaviour. Experience of working with Children and Young People with care experience.
Essential skills	<ul style="list-style-type: none"> Developed communication skills to write reports and provide updates on progress in sourcing placements for children and young people. Development of efficient and accessible management systems which track the progress of placement searches and the quality of provision. The ability to draw key information and themes from management systems to inform planning and discussions about operational and strategic provider and market performance and development. Interpersonal skills to liaise with partners and providers to think creatively and provide effective support and challenge to encourage new ways of working. Excellent negotiation skills to support changes in approach as needed, with providers and internal staff.
Corporate standards <ul style="list-style-type: none"> In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. 	

- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.