

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Arranging Care Officer **Grade:** SO1

Reports to (Designation): Senior Arranging Care Officer **Grade:**

Directorate: Community Services **Section:** Arranging Care Team

Main Purpose of the job:

Appropriate brokering of packages of care or placements to meet the needs of clients requiring emergency, temporary or long term residential or nursing care. The post will cover all client groups, including palliative care and Continuing Healthcare.

Enable people with a high need of care and support to be supported well in appropriate settings, ensuring the most independent and enabling provision is used, including working to move people who have been accommodated inappropriately in the past to secure positive new care arrangements.

Summary of Responsibilities and Personal Duties:

1. Source the most cost effective services to meet individual care recommendations for people referred by health or social care professionals which will meet client outcomes in the most independent setting appropriate.
2. Use on-line or off-line purchasing, placement or contracting frameworks, the Care Funding Calculator and/or other agreed costing tools to source and price placements and to negotiate with provider, involving users and carers as appropriate.
3. Ensure that individual service agreements and contractual documentation are in place for all service provision.
4. Maintain accurate, relevant and up to date records on case management, finance and placement sourcing / monitoring IT systems. Process all applications in a timely manner and in line with agreed processes, policies and procedures.
5. Offer high quality advice and information and support to service users, carers, families and relevant others to enable them to make the right choice of service provision which suits the individual's needs and care requirements of service users and carers.
6. Maintaining excellent working relationships with contract and commissioning roles; social work and healthcare leads and others to provide a seamless and co-ordinated process
7. Use various communication and engagement techniques to help clients identify different ways, including creative and innovative ways, that can help them create personalised care outcome
8. Identify and deal with, or advise on, factors affecting placement arrangements, such as Ordinary Residence, s117 status, trial periods, variances, default notices, complaints procedures, contributions, safeguarding, quality and care standards.

9. Support the implementation of personal health/social care budgets, outcome based commissioning and maximising independence across all funding streams.
10. Assist the implementation of the Health and Social Bill in so far as it affects this role.
11. Work in partnership with arranging care officers and other colleagues where people use both registered and community services, or are transitioning from one setting to another, to ensure co-ordination of care and to avoid waste or duplication.
12. Production of and contribution to accurate reports on activity, performance quality or outcomes of providers and service choices.
13. Support the commissioners and social workers or healthcare professionals with the oversight of Service Level Agreements, contracts and marketplaces.
14. Advising colleagues and funding panels on care package arrangements and appropriate placements.
15. Feed into commissioning and market development of services through intelligence about market capacity, price, quality and effectiveness.
16. Develop and maintain appropriate professional links and relationships with service providers
17. Maintain close links with teams to support processes around discharges, fast track cases or emergency placements.
18. Assist with servicing and effective operation of all panels, including business process, record keeping and record keeping.
19. Manage a fluid workload ensuring accuracy and high standards of organisation including prioritisation within agreed parameters, communicated to others involved in client care.
20. Check and code invoices in terms of provider monitoring data (finance and activity), calculating and cross checking.
21. Be up to date with safeguarding adults policies and procedures, ensuring any concerns regarding safeguarding are recorded and escalated as appropriate.
22. Keeps in mind a strength based approach to work with users.

Internal Contacts: These include

Social work assessment and care management teams; finance; procurement; legal

External Contacts: This will include

Service users, carers

Advocates, IMCA's

Clinicians

Nursing homes

Hospices

Local and more distant residential and nursing care homes

Home care and nursing agencies

Voluntary agencies

Independent brokers

Neighbouring CCGs

Members of the public

To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to making reasonable adjustments for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
None		

Number of partially managed staff:

Title:	Grade	No of posts
None		

PERSON SPECIFICATION

JOB TITLE: Arranging Care Officer

POST NO:

DEPARTMENT: Arranging Care Team

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be put forward to the initial shortlist stage.

Equal Opportunities

Commitment to implement the Council's Dignity at Work policies.

Awareness of Equal Opportunities issues.

Understanding of equalities as it relates to health, care and support services S

Knowledge

Contract, funding or purchasing arrangements for health and social care services S

Understanding of health and social care

Needs of adults with complex care needs / learning disabilities and their carers S

Knowledge of the principals of excellent customer care

Aptitude

Attention to detail

Good reasoning and judgement

Solution focused

Skills

Strong record keeping and administration skills

Good negotiation and influencing skills

Good general IT skills

Excellent interpersonal and communication skills

Experience

Working in relevant area of health and social care S

Working in a service environment where customer care is paramount S

Using complex frameworks or legislation to guide actions

Experience of partnership working in a busy work environment S

Experience of effective workload/case management S

Professional Qualification(s)

Good level of literacy and numeracy

Relevant training

Personal Qualities

Team working focus

Commitment to improving the outcomes of people using health and care services S

Creative thinking to achieve solutions

High level of confidentiality, tact and sensitivity

Special Requirements

Travel independently in and out of the borough to visit services

S

Able to work early in the morning or in the evening occasionally as required