

JOB DESCRIPTION

Job Title: Broker Role - Vale

Responsible to: Service Manager - Hospital Discharge Service

Main Purpose of the Job

To work proactively within the Vale of Glamorgan's Contact Centre to ensure that information on Third Sector provision is readily accessible to relevant professionals and to broker the service provision in response to identified need.

To adopt a case management approach, monitor outcomes and identify any gaps in service provision.

To work in partnership with VCVS to provide health and social care staff with information about third sector services and contribute to the production of comprehensive information services.

Knowledge & Experience

The Broker Role requires a good general education along with an understanding of the needs of those who may be vulnerable including frail older people.

The Broker Role requires an understanding of partnership working along with an appreciation of individual housing, health and social care roles. An excellent understanding of the range of third sector support across the Vale of Glamorgan is crucial to this role.

The Broker Role will need basic computer skills and experience of data inputting.

Communications & Relationships

The post holder is responsible for internal and external communications having daily contact with staff within the Vale Contact Centre, third sector providers, clients and their families, other community based health and social care professionals, line manager, VCVS health and social care facilitator, Age Connects colleagues, as well as a number of other organisations or agencies.

The ability to build good working relationships is a crucial aspect of the role. The post holder will need to work closely with staff based in the Vale Contact Centre by responding to referrals and where appropriate reporting back to colleagues.

You will be required to communicate regularly and professionally to promote the broker service and to generate referrals. The Broker Role has to provide information and liaise with a wide range of external services to ensure that the person's needs are met. This will require gaining the cooperation of others and communicating with people who may be vulnerable, in ill health and possibly distressed. This will involve encouraging clients to accept services and make informed decisions.

The Broker Role will be responsible for gathering and managing routine data as requested, for service monitoring and evaluation purposes.

Co-ordination

The Broker Role is responsible for planning and organising their own working day and managing their own caseload. This will include prioritising needs and where necessary making adjustments to their working day to accommodate changing circumstances or to respond to general service requirements.

The Broker Role will be responsible for co-ordinating and actioning referrals from the Contact Centre staff and pull together packages of the most appropriate voluntary sector support for vulnerable people, including frail older people in response to identified need and maintain contact to ensure appropriate intervention

The Broker Role will be expected to contribute to monitoring and evaluation reports by assisting with the compilation of service statistics including reporting on goal setting and reviewing service with clients and the production of case studies as requested by the Service Manager.

Policy & Service Development

The Broker Role works within clearly defined working practices and organisational policy and procedure.

The Broker Role will work with the Service Manager and colleagues to explore and trial any new service developments particularly in relation to the contribution of the role to the Vale Contact Centre. There is also regular opportunity to contribute to changes in working practice for own work area through supervision and team meetings

Finance & Physical Resources

The Broker Role has a personal duty of care in relation to equipment and resources used in carrying out the role.

The post holder is responsible for the safe transportation of money given as donations.

Whilst there are no budgetary responsibilities within the role an awareness of how expenditure contributes to budget position.

Supervision

There are no supervisory responsibilities in this role but the Broker Role is responsible for demonstrating their role to new staff and visiting health and social care professionals.

Independent Action

The Broker Role will be expected to work independently and on their own initiative but with in clearly defined organisational policies and procedures and in collaboration with health and social care colleagues.

This role is responsible and accountable for decisions related to individual caseload management, the assessment of clients' needs and for signposting/liasing on behalf of service users.

The Broker Role is accountable to the Service Manager. Informal case management support is also available from staff in the Vale Contact Centre.

Other Duties

Post holders are responsible for ensuring that all work is consistent with the policy, procedures and direction of Age Connects Cardiff & the Vale. Post holders may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.

In addition, co-operation is required in order to achieve a healthy and safe workplace, and post holders have a responsibility to do everything they can to prevent injury to themselves and their fellow employees and others affected by their actions or omissions at work.

Signed by Job Holder _____ **Date** _____

Signed by Line Manager _____ **Date** _____