

Job description			
Job title	Complex Broker		
Grade	G		
Directorate	Health & Social Care		
Service/team	Whole Life Commissioning		
Accountable to	Commissioning Manager (Learning Disabilities)		
Responsible for	Supporting Commissioning to manage the purchase of placements, managing the market and intelligence gathering for future services.		
JE Reference		Date Reviewed	25.7.2025

Purpose of the Job

Provide a brief summary of the overall purpose of the job, prioritising the key functions, no more than 1 paragraph.

As a guide, when writing any of the above you should:

- Use plain, accessible language and avoid complex or discriminatory language
- Be concise and engaging
- Personable e.g. using terms such as 'you' rather than 'the postholder'.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To review initial referral/ pen picture, quality assure, anonymise ensuring all identifiable characteristics are removed and offer advice and support on required changes.
2. To offer guidance and support to social workers on alternative options available and how to access these services (i.e. floating support, own tenancy, extra care)
3. To review voids in existing commissioned provision and support the matching process.

4. Where no existing commissioned service is available liaise with providers through existing frameworks to find and negotiate placements in connection with the purchase of the required package, in line with guidance for commissioned services, by telephone calls and other communication methods.
5. To liaise with social workers and other professionals to ensure all relevant information on the placement requirement is obtained and to keep them informed of the process in identifying the placement.
6. To review and where appropriate challenge costs associated with the placement.
7. To liaise with providers of specified services (e.g. direct payment PA's; supported living providers; day services; respite) to obtain regular performance updates and maintain data on capacity, vacancies, changes in circumstances. Maintain accurate and timely data updating to enable accurate payment, and financial reconciliation processes.
8. Liaise with supported living providers regarding scheme vacancies, staffing levels and costings and where appropriate advise commissioning/ Adult social care on best use of resources.
9. To lead on the completion/ accuracy of the Individual Placement Agreement/ contract documents for placements. Including issuing of terms and conditions.
10. To liaise with budget-holder as per procedures to ensure placement is authorised before it is entered into or renewed. This will include the preparation of contract award report.
11. To enter purchasing and placement information accurately and in a timely way onto the Council's care management systems and to assist in the monitoring and management of performance by inputting data as required on provider responses, capacity and other compliance issues as directed.
12. To participate in the development and maintenance of a knowledge base of placement providers.
13. To support and encourage providers to register on relevant frameworks.

14. To deliver training with social work teams to support the implementation of the new placements process offering advice guidance and support.
15. To lead on the development of a guidance document for professionals and families on housing and accommodation options available.
16. To maintain and manage databases as specified by manager.
17. To support commissioning service performance, contract and payment processes by liaison over capacity, compliance, data accuracy and other contracting issues.
18. To contribute to the quality monitoring function within Commissioning through the provision of reports in respect of particular quality standards over which the officer has specific knowledge, such as provider compliance with standards in relation to access to the service, referral processes, or data quality.
19. To support Commissioners to identify gaps and requirements for urgent action, for example when service placements available are not able to meet needs in a timely or appropriate way.

Supporting effective Provider Management and Service Development.

1. Ensure timely and accurate management of data inputting and updating on all required systems. Support the provision of quality and timely information to enable accurate payments, performance intelligence and analysis and financial reconciliation processes.
2. Support the analysis of performance data and production of reports from databases as directed, for commissioning and service reviews.
3. Undertake system administration and data quality checks of data held within systems/ databases and in reports to ensure data is accurate as required.
4. Play an active role in addressing data quality issues
5. Support data migration or system upgrades, as required
6. Support corporate, service and user planning, informing what is done and how.
7. Play an active role in contributing to commissioning reviews as required and by identifying opportunities for continuous service improvement at all times.

Delivering to High Standard



1. To comply with the highest standards and comply with all relevant policies and procedures at all times,
2. To put the needs of service users and the quality of services to meet those needs at the centre of the service.
3. To model person-centred culture, take responsibility and ownership for quality of service and promote continuous quality improvement.
4. To have an awareness of and comply with the Council's policies and procedures.
5. To ensure the Council constitution and Financial Procedure Rules are upheld. In particular to take responsibility for compliance with key relevant legal and corporate requirements including financial and contract policies and procedures, Information Sharing Protocol and data sharing regulations while negotiating or brokering placements.
6. To ensure (in collaboration with others) that continuous improvement, value for money and best value are delivered by all areas of the Council by challenging existing practices, setting targets for improvement and intervening as necessary.
7. In collaboration with public, voluntary and private sector partners drive the Council's agenda for excellent customer service.
8. To fulfil any other duties commensurate with the grade as reasonably directed.
9. To commit to continuous professional development as appropriate.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.