

Job description

Job title:	Placements Officer – Adults – Community Response		
Directorate:	People	Salary:	£30,753 – £36,141 per year Including: £729 London Weighting
Section:	Commissioning	Grade:	BG-H, SCP15-24
Location:	Time Square	Work style:	Hybrid

Key objectives of the role

Working as part of a team, you will be required to process and respond to referrals for support from care teams and to respond with options within agreed framework deadlines.

Building relationships and knowledge of providers and services as part of the sourcing process.

QA referrals for support to ensure they are person centred and Care Act Compliant.

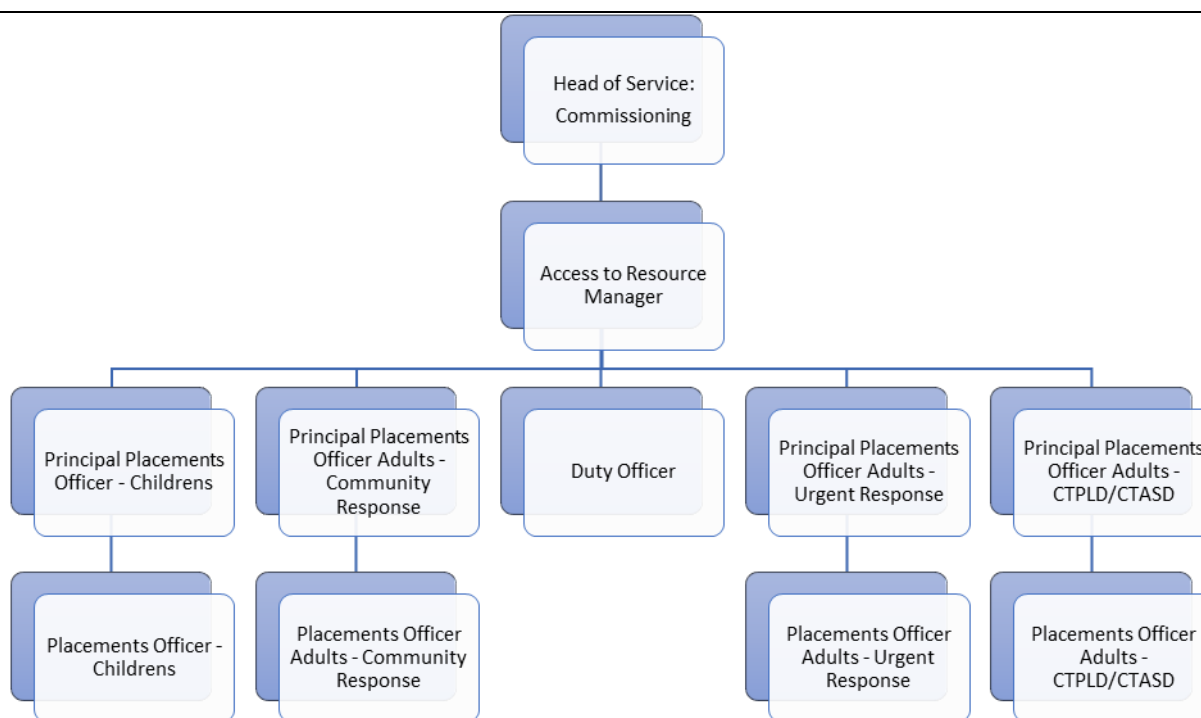
Responsible for adding service lines to the Adult Social Care system so that providers are paid and individuals are charged in accordance with their financial assessment.

To keep clear and up-to-date data on the sourcing process.

To cover the duty role in times of pressure.

To escalate any issues or concerns to the Principal Placements Officer for Adult Community Response.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. Develop and maintain a sound working knowledge of care and support in the designated portfolio area - for example:
 - Informed market knowledge and expertise.
 - Thorough understanding of purchasing tools and approaches.
 - Working knowledge of operational practice, including the outcome focus, value base and statutory framework.
 - Use this knowledge to inform and challenge social work practice to help deliver desired outcomes for individuals.
2. Responsible for the delivery of a high-quality care sourcing function. QA all referrals to ensure they are person centred and compliant to relevant regulations. Ensuring sourcing is in line with framework agreement. Actively supporting, developing and maintaining good relationships with providers and colleagues.
3. Ensure that care and support options meet the council's quality standards and assist with the collation of key information from providers to support quality assurance and care governance decisions.
4. Responsible for the collection and recording of data for purposes of decision making, audit and quality assurance.
5. Responsible for the adding services to the adult care system and paperwork to ensure providers know what services they need to provide and are paid in a timely manner.

6. Assist with troubleshooting issues of concern, using your own initiative to offer solutions and escalating to the Principal Placements Officers where necessary.

Scope of role

Budgetary/Resource Control

No direct budgetary responsibility but efficient and timely placements to individuals impacts on meeting that person's care needs.

Impact

Efficient and timely placements for individuals are essential for the council's reputation and the impact on meeting the person's care needs. An efficient, customer-focused response to enquiries is essential.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	<ul style="list-style-type: none"> GCSE or equivalent standard of education or qualified through relevant experience. Willingness to train where appropriate to meet the needs of the service. 	<ul style="list-style-type: none"> ECDL NVQ in customer service/social care. GDPR knowledge. Significant experience working within the public sector. Negotiation training or evidence of negotiation. Care purchasing and brokerage accreditation or willing to learn.
Competence summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> Excellent communication skills, both verbal and written to present varied, complex and contentious information in an understandable way to a range of audiences, including other staff, customers and external stakeholders. Excellent interpersonal skills, collaboratively working with partners, to consult with relevant stakeholders and members of the community. Ability to work under own initiative and be confident in your decision making. Understanding of and commitment to the requirements of safeguarding vulnerable adults and promoting their welfare. Good level of knowledge of computerised systems, including Word, Excel and Outlook. Organised and able to prioritise own workload. Demonstrating the ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. 	

	<ul style="list-style-type: none"> • Be able to problem solve and give comprehensive solutions. 	
Work-related Personal Requirements	<ul style="list-style-type: none"> • Methodical, organised and accurate approach to work. • Resilient in complex situations and be able to manage your own wellness. • Commitment to high quality customer care. • Ability to work under pressure and meet challenging deadlines. • Flexible, adaptable and calm. 	<ul style="list-style-type: none"> • Receptive to new ideas and able to think creatively. • Ability to challenge and push back on service requirements.
Other work requirements	<p>A satisfactory Disclosure and Barring Service check.</p> <p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.</p> <p>Ability to relate to and empathise with citizens using our services.</p>	
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.



