

# **SEFTON COUNCIL**

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**Department:** Adult Social Care  
**Division:** Client Support  
**Post:** Care Arranger  
**Grade:** G  
**Location:** Any location within the borough

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**Responsible to:** Lead Practitioner  
**Responsible for:** N/A

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### **JOB PURPOSE**

To work across the Adult Social Care service and Commissioning Team to arrange, co-ordinate, negotiate and broker the delivery of packages, placements and supporting social care services, in response to an identified support plan.

To liaise, negotiate and provide advice, information and practical support to vulnerable adults in relation to their support plans and to those who do not meet the eligibility criteria for funded Council services.

The role will also involve maintaining effective information about available community and universal services, in order to support the care management process.

### **RESPONSIBILITIES**

1. Source, negotiate and broker care provision in accordance with identified support plans, through contact with a range of commissioned and non-commissioned care providers both locally and nationwide, to ensure the timely and cost-effective delivery of the required service.
2. To work with Adult Social Care and the Commissioning Team to ensure the sufficiency and stability of the social care market. To highlight concerns to the Commissioning Team and as directed, provide assistance to resolve.
3. Work with Adult Social Care staff in responding to assessment of need, care planning and reviewing activities. Providing detailed advice and assistance to service users in relation to care provision and funding arrangements.
4. Identify where the full package of care is not immediately available and liaise with the care manager, service user and care provider to establish an interim care package so that risks to the service user are minimised. Monitor this interim care package and liaise with service user regarding the transfer to alternative commissioned providers when available.
5. Utilise, develop and maintain accurate and current databases of community/universal services.
6. Liaise with service users, families care providers and Adult Social Care staff in respect of support plans to ensure that arrangements can be made for effective service delivery, taking account of service user preferences where possible.

7. Undertake initial light touch review of Adult Social Care service users. Where concerns are identified or raised by service users, respond, signpost or escalate as appropriate.
8. Responsible for managing a caseload of service users and maintaining appropriate records within agreed parameters on the client electronic record (LAS).
9. Prioritise the requests for service provision to ensure that services are targeted at those in greatest need and that delays and deficiencies in service provision are identified to managers to ensure that all care plans can be actioned.
10. Add new providers and identify the appropriate service to be included in Adult Social Care's finance system Controcc. Ensure that existing rates within the system are in line with those set by Sefton Council or confirm with other local authorities where care is provided outside the Sefton area. Confirm and add new rates to Controcc as required. Where rates are above standard seek agreement from care managers or commissioning officers.
11. Respond in a timely manner to day to day queries from colleagues across the Council and clients plus general correspondence, enquiries and complaints, both verbal and/or in writing, from a wide range of contacts.
12. Ensure that policies and procedures relating to service provision are adhered to. Follow financial, administrative procedures and governance around Adult Social Care support plans to ensure cost effectiveness.
13. Undertake administrative tasks relevant to day to day duties.

## **BEHAVIOURS**

Must demonstrate the following behaviours:

Provide support with a view to improving quality.

Provide appropriate and constructive challenge.

Support a culture that looks for understanding and solutions.

Visibly and positively respect and value staff.

Communicate a consistent and clear message throughout the Council and with partners.

Respect, listen to and value other's views.

Maintain a customer focus with a relentless pursuit of excellent outcomes.

Have collective integrity and responsibility.

Endeavour to improve outcomes for the communities of Sefton.

To ensure the provision of services within an equalities framework.

## **PERSONAL MANAGEMENT**

The postholder will:

Understand and comply with the Council's policies on equal opportunities, data protection, the environment and health and safety.

Understand and comply with professional standards and ethics

## **GENERAL:**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

The post holder must ensure that confidentiality of all information is maintained and that working practices comply with the provision of the Data Protection Act 1998 and General Data Protection Regulations (May 2018).

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

The person appointed will undertake, and participate in training, coaching and development activities, as appropriate.

A flexitime scheme is currently in operation

**Prepared by: Name:** Adult Social Care  
**Designation:** Service Development  
**Date:** December 2020

**Post: Care Arranger**

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b>  A/Level/GCSE or equivalent/NVQ 3 experience/skills and willingness to undertake relevant training.	E	AF/C/I
<b><u>Experience</u></b>  Experience of IT systems i.e. Microsoft Word, Excel etc Experience of working in an Adult Social Care setting An understanding of the needs of vulnerable adults Experience of delivering customer focused services that involve users Understanding the importance of cost effectiveness in the delivery of services.	E D E E E	AF/I AF/I AF/I AF/I AF/I
<b><u>Ability, Skills &amp; Knowledge</u></b>  Communicate effectively with care managers, care providers, service users and other Council colleagues Work using own initiative and collaboratively with others to achieve outcomes Deliver to expected standards within time scales set by manager Ability to prioritise caseload to meet conflicting deadlines# Ability to maintain accurate records and electronic databases.	E E E E E	AF/I AF/I AF/I AF/I AF/I
<b><u>Personal Style and Behaviour</u></b>  Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of service users. Respond to constructive challenge and not be discouraged. Motivated and enthusiastic. An inclusive team worker who fosters partnerships, works collaboratively across boundaries and achieves results through others. Demonstrates and promotes openness, trust and respect. Act as a role model for others demonstrating a 'can do' attitude and promoting positive challenge.	E E E E	AF/I AF/I AF/I AF/I