

Job Description

Job Title	Brokerage and Care Arrangement Team Team Leader
Grade	P01
Reporting To	Contract & Commissioning Lead (P08)
JD Ref	PC0275P

Purpose

To lead and manage a team of placement and brokerage officers responsible for the procurement, brokering, and placement of care and support packages across the Community Care Market.

The Team Leader will provide strategic oversight and operational leadership to the Care Arranging Team, serving as the primary link between providers and system partners. The role involves maintaining effective communication with care providers, monitoring market capacity, and gathering intelligence to identify trends and pressures within the community care market.

In addition, the Team Leader will work closely with NHS partners and other stakeholders to support integrated care pathways and ensure continuity of service delivery. This position combines strategic leadership with hands-on involvement to drive service improvements, support commissioning priorities, and ensure individuals receive timely, personalised, and high-quality care solutions.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Brokerage and Care Arrangement:

- Oversee and participate in the identification and negotiation of appropriate placements across the adult social care market including residential care homes, nursing homes, supported living, extra care housing, and specialist provision for individuals with complex needs or those with a history of placement breakdown.
- Liaise with providers to resolve placement challenges and maintain positive working relationships.
- Ensure care packages are sourced efficiently, meeting individual needs and supporting timely hospital discharges.
- Work collaboratively with system partners, including hospital discharge teams, to facilitate timely and safe discharges, while providing regular updates on care market capacity

Commissioning and Contract Support

- Support Commissioning and Contract Leads in delivering best value and efficiencies.
- Ensure compliance with service level agreements and procurement processes.
- Monitor and report on market capacity and trends, keeping the Commissioning, Contracts and Quality team informed of any issues affecting provider availability or service delivery.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration, performance and engagement between the team and the community care market.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Line manage staff, ensuring compliance with supervision, appraisals, performance management, absence management, and HR policies.
- Provide oversight and guidance to the brokerage team, including workflow management, capacity reporting, and resolution of complex case escalations
- Allocate and prioritise workflow to meet service demand, including developing and managing rotas.
- Support staff development through coaching, training, and continuous improvement initiatives

Data Analysis and Decision-Making:

- Analyse brokerage and placement data to identify patterns, trends, and emerging pressures within the community care market.
- Provide insights and recommendations based on data analysis to improve service delivery and resource allocation.
- Monitor provider performance and market activity using data to anticipate risks and inform commissioning discussions.
- Contribute to reports and dashboards that highlight key metrics, trends, and areas for improvement in brokerage processes.
- Monitor adherence to agreed rates and contractual terms, escalating exceptions and supporting negotiations where required.
- Produce and present reports on team performance, market capacity, and placement activity to inform decision-making and strategic planning.

Stakeholder Engagement:

- Develop and maintain strong multi-agency relationships, including voluntary and community partners.
- Represent the service at escalation meetings, provider forums and contribute to resolving system blockages.
- Communicate effectively with professionals, providers, and commissioners in complex situations.
- Resolve complex case escalations made to the Care Arranging Team to ensure effective solutions and continuity of care.



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- Support integrated care pathways and ensure continuity of service delivery.
- Engage with care providers to monitor capacity, availability, and service quality, maintaining strong and collaborative relationships.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Ensure accurate record-keeping and data protection in all activities.
- Ensure brokering in line with contractual requirements.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Degree in Business Management or equivalent experience in social care.
- NVQ Level 3 or equivalent in Health & Social Care (or demonstrable experience).
- Level 3 Leadership and Management or Equivalent (*desirable*)

Knowledge & Skills

- A good understanding of Adult Social Care, Care Act duties, and CQC regulatory requirements.
- Knowledge of the provider care market.
- Knowledge of Health & Safety and safeguarding responsibilities.
- Ability to interpret and apply corporate policies to ensure compliance and best practice.
- Understanding of commissioning, procurement, and contract management processes.
- Strong leadership, negotiation, and problem-solving skills.
- Excellent IT proficiency (Microsoft Office, Liquidlogic, E-Brokerage, Power BI).
- Ability to analyse and present data, manage complex workflows, and prioritise competing demands.
- Strong interpersonal and communication skills for multi-agency working.
- Ability to work to tight deadlines.
- Demonstrates professional integrity through a strong commitment to confidentiality, equality, and ongoing improvement.

Experience

- Proven experience in a social care environment, ideally in a management or placement role.
- Proven experience leading a team, supervision, mentoring, and workload management
- Experience building a positive, inclusive team culture focused on continuous improvement and wellbeing.
- Experience of working with contracted providers and supporting service improvement.
- Excellent customer service and resolution skills.
- Ability to articulate and support change in service delivery (*Desirable*)



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Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Claire Doyle, Interim Senior Manager

Communications, Contract & Quality

Date Of Approval: 23/02/26



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