

JOB DESCRIPTION

POST TITLE:	Placement Coordinator
GRADE:	10
DIVISION / UNIT:	Adult Social Care
DEPARTMENT:	Children and Adults
REPORTS TO:	Placements Team Manager

PURPOSE OF THE JOB

1. The procurement of placements and individual packages of support for social care including: continuing care and care packages for older people and adults with mental health needs, learning and/or physical disabilities.
2. To undertake the negotiation of individual contracts and to contribute information about the market for health and social care and the quality of services delivered. Keeping accurate records and reporting on placement and financial activities.
3. To provide expert advice to a range of stakeholders in regards to setting up of care packages and placements including direct payments.
4. To contribute to the delivery and monitoring of Personal Budgets whether through council managed services or direct payments. All packages of care are implemented in coordination with the council's Personal Budgets Policy, Fairer Contributions Policy and any associated policies or guidance.
5. To maintain positive working relationships with providers and finance colleagues to collect and maintain accurate information on the cost, quality and value for money of services and their compliance with quality and regulatory standards

PRINCIPAL ACCOUNTABILITIES

1. To play an active role within the Personal Budgets team ensuring high quality work is delivered in a timely and accountable manner.
2. To ensure that all packages of care including direct payments are set up in accordance with the council's Personal Budgets Policy, Fairer Contributions Policy and any associated policies or guidance. Liaising with operational and Client Finance teams to enable collection of client contributions and ensure that direct payments are used appropriately, including co-ordination of professionals for appropriate remedial action.
3. To ensure the personal budgets team maintain accurate and up-to-date placement records in business systems, including MOSAIC, SAP and other relevant systems, including the steps undertaken, and the appropriate sign off of any decision.
4. To contribute to the continuous improvements of the Personal Budgets team by providing accurate reports and monitoring returns. Ensuring that effective joint working takes place with internal and external partners in order to contribute to and influence the management of expenditure against team, service and divisional budgets.
5. To keep fully up to date with national and local policy developments with regards to relevant services, and providing expert advice to stakeholders. This will entail contact with regional and national organisations, central government departments and their agencies and the creation and sustaining of relationships with other local authorities.
6. Develop and deliver clear recommendations that take into account quality and value for money, that allow Social Workers and other service professionals where appropriate to make a decision on the most appropriate placement for an adult.
7. To proactively engage with and support the development of leaner and improved pathways across ASC operational and finance teams, in relation to placements, personal budget allocation, client affairs, client financial contributions, income and debt recovery.
8. To support the annual uplift process ensuring that all packages of care (not limited to Personal Budgets including direct payments, and non Personal Budgets) are in line with the approach agreed at the Children's and Adults' Board (CAB) and any implications for client contributions.
9. To support integrated workflows and processes with social care operational and commissioning teams, to reduce delays, improve accountability and provide operational teams with the necessary support to deliver timely efficiencies and excellent quality care.
10. To report to commissioning teams any operational changes that could impact on contracting arrangements including the follow up of quality alerts and complaints, giving feedback as appropriate to the appropriate teams.

11. To represent the division at internal and external meetings and working groups. Including at panel meetings, providing expert information and advice and updating relevant systems. Deputising for the Placement Team Manager when requested.
12. To manage discrete projects as may be necessary in the exigencies of the council and undertake any other duties consistent with the level and nature of the post.
13. To support the development of client finance and Personal Budgets assistants, and apprentices as required, including the matrix management of staff within projects.
14. This role has no line management responsibilities.
15. To deputise for the placement manager as and when required.

JOB CONTEXT / REPORTING to :

1. The vision for Adult Social Care is to enable people with care and support needs and their carers to live healthy, independent and fulfilling lives in their community. We will achieve this by putting their well-being and safety at the centre of our work and doing what we can to prevent, reduce and delay the need for care and support through well-coordinated, personalised health and social care services.
2. This role sits within one of two placement teams within the Personal Budgets and Client Finance Service. This service provides a range of integral back office functions for the council's Adult Social Care department and is required to complete these tasks and processes in a methodical and accurate manner.
3. This role within the service is instrumental to providing high quality, appropriate and value for money services and placements for Southwark's vulnerable residents. Including a keen understanding of equalities considerations, flagging and escalating safeguarding concerns whereas per local and national policy.

Grade/Conditions of Service

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
Knowledge, including educational qualifications:		
Good working knowledge of legislative, policy and financial context of adult social care services and the relationship with health services.	E	S/I
Good working knowledge of the social, political and economic issues relating to the work of local government.	E	I
In depth knowledge of one or more of the key areas: placements, care markets and personal budgets including direct payments.	E	S/I
Knowledge of policy and strategy networks and information sources in England.	E	I
Knowledge of the theory and practice of change and project management in complex organisations.	E	I
Experience:		
Experience of managing projects in a financial, technical, system or performance context.	E	I
Experience of working in local government or other large, multi-functional organisation in the public, private or voluntary sectors.	E	I
Experience of adult social care client financial assessment, charging and debt recovery processes and systems.	E	S/I
Experience of analysing complex problems and identifying solutions.	E	I
Experience of implementing, navigating and utilising social care management systems (e.g. Mosaic) and identifying interdependencies with associated financial systems (e.g. SAP).	E	S/I
Experience of change management and implementation of change recommendations in a large organisation.	E	I
Aptitudes, Skills & Competencies:		
Effective interpersonal skills, tact, diplomacy and listening skills to enable development of working relationships with customers, colleagues and all stakeholders.	E	S/I
Able to work collaboratively and purposefully with partners in other service areas and in partner organisations.	E	I
Excellent written and oral communication skills and interpersonal skills across a range of audiences.	E	I
Ability to use computer systems including word processing, spread sheets and databases for correspondence, reports and performance monitoring.	E	I
Able to interpret, analyse and explain numeric data.	E	S/I
Demonstrate leadership skills, to inspire and align the efforts of team members in pursuit of organisational objectives.	E	I

