

Job Description

Job Title	Placement & Brokerage Officer
Grade	Band E
Reporting To	Team Leader Care Arrangement Team
JD Ref	PC0155G

Purpose

The Care Arrangement Team is responsible for coordinating and arranging care packages for individuals with assessed needs, ensuring timely access to appropriate support from contracted providers. The team works in line with service agreements, care plans, and organisational standards, using case management systems to accurately record care arrangements and support care planning and service monitoring.

This role will work as part of the Care Arrangement Team and will have an interface with the community care market, engaging with providers to monitor capacity and availability. By maintaining effective relationships with providers, the role helps ensure that care packages are sourced efficiently and meet individual needs. Operating across Adult Social Care and in partnership with a wide range of stakeholders, the team plays a key role in organising, communicating, and brokering packages of care.

All activities are carried out in line with the statutory requirements of the Care Act 2014, ensuring that individuals receive personalised, timely, and effective support.

Main Duties And Responsibilities

Behavioural

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

Adult Social Care – Specific Responsibilities

- Arrange and record care packages accurately using the designated case management system, ensuring compliance with organisational standards.
- Manage daily demand for care and support collaboratively within the team, prioritising urgent cases (e.g. Hospital discharges) and maintaining workflow efficiency.
- Monitor and report on market capacity and trends, keeping the Team Leader informed of any issues affecting provider availability or service delivery.

- Undertake quality assurance checks on brokerage referrals to identify and resolve errors, inconsistencies, or incorrect authorisation levels.
- Provide advice and guidance to health and social care professionals on care arrangement processes and market options.
- Ensure adherence to agreed Wirral rates when negotiating with providers, escalating any exceptions promptly for approval.
- Support the coordination of out-of-area placements, ensuring continuity of care and compliance with relevant policies.

Communication, Engagement and Training

- Build and maintain strong relationships across multi-agency, voluntary, and community networks to support improved service outcomes.
- Collaborate with internal and external partners to broker services in line with partnership and service level agreements.
- Foster close working relationships with partner organisations to promote cross-service understanding and optimise resource use.
- Work jointly with health and social care colleagues to ensure efficient and timely service procurement.
- Liaise and negotiate with providers, social workers, and health professionals to secure appropriate care packages and facilitate prompt hospital discharge.
- Arrange and hold discussions with service users to plan suitable care packages in line with their assessed needs.
- Proactively engage with care providers to regularly update capacity information and maintain accurate availability records, while also building relationships that provide insight into the wider community care market, including trends, pressures, and emerging needs

Data Analysis and Decision-Making

- Recognise, report and escalate when market capacity is insufficient to meet service needs.
- Interpret capacity and demand information to support timely and effective decision-making for care arrangements.
- Highlight and escalate trends, and areas for improvement in brokerage processes to Team Leader

Performance Management

- Support service commissioning by brokering services that meet organisational goals.
- Effectively prioritise workload to respond to service demands.

Compliance

- Ensure brokering in line with contractual requirements



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- Adhere to all relevant corporate policies and procedures, including Health & Safety, GDPR, Corporate Governance, and the Code of Conduct.

Other

- Carry out any other duties appropriate to the role and grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to GCSE level or equivalent (including Maths and English)
- *Desirable Level 2 or above qualification in IT/Computer literacy*

Knowledge & Skills

- Excellent IT proficiency (Microsoft Office, Liquidlogic, E-Brokerage, Power BI).
- Skilled in analysing, interpreting, and presenting statistical data effectively.
- Capable of working to tight timescales
- Collaborative team member to ensure a seamless service delivery across service areas whilst working on a rota
- In-depth and demonstrable knowledge of relevant work practices, processes, and procedures, with the ability to support and guide others.
- Good communication skills and the ability to build strong, effective relationships and networks.

Experience

Essential

- Experience of Adult social Care environment
- Strong verbal and written communication skills, with the ability to convey complex information clearly and sensitively.
- Ability to manage competing priorities, meet deadlines, and maintain accurate records in a fast-paced environment.
- Confident in using digital systems for case management, communication, and data reporting.
- Professional Integrity: Commitment to confidentiality, equality, and continuous improvement.
- *Desirable- Experience delivering health and social care services or advice*

Additional Information

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

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



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Work as part of a team that delivers services seven days a week between 8am and 8pm, with working patterns that may vary to meet the needs of the service and the organisation.

Health & Safety Considerations:

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

Approved By Claire Doyle

Date Of Approval: 27.02.2026



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