

Person Specification – Support Broker

What are the Brokers roles?

- Review, prepare and /or identify indicative costs of creating and implementing a person centred plan
- Support the development and sustainability of a personal support network
- Identify and apply for funding from all government and non-government sources
- Clarify the person's needs and expectations as part of the Care Managers assessment eligibility criteria under 'Fair Access to Care'
- Support 'Fair Access to Care' appeals process if required
- Assist to develop a vision of a preferred lifestyle using PATH and other relevant person centred planning tools
- Identify and access community resources
- Assist with funding negotiation with Council Commissioners
- Direct liaison and negotiation with service providers
- Arrange and implement plans as directed by the individual, family and personal support network
- Mediate and resolve problems (as directed by the person)

What are a Broker's Personal Qualities?

- A passionate belief in basics of human rights and the principles of citizenship
- Unconditional acceptance of others
- Genuine interest in others
- Good listening skills
- Sensitive to group dynamics
- Being Intuitive
- Ability to take a problem solving approach to tasks
- Ability to remain objective
- Creative
- A problem solver
- Integrity
- Trustworthiness
- Reliable
- Equanimity in the face of pressure
- Personal modesty
- Efficient
- Resourceful

- Self-motivated
- Self-sufficient (time management)
- Ability to follow through

What is a Broker's Knowledge Base?

- An understanding of the social and psychological processes through which people meet essential needs and their capacities
- An understanding of legislation, social policies and programmes and their associated parameters and criteria
- Insight into the politics and operational realities of how both funding and provider organisations work
- Awareness of generic community services and support and how they can be assessed, as well as the other kinds of services and organisations that are relevant to meeting 'identified needs'
- An understanding of the concept of a 'personal network' and its relevance to the quality of life
- A solid understanding of the principles and practice of person centred planning
- Sound general knowledge of the various fields pertinent to the community living needs of people with disabilities
- A strong understanding of the principles, structure and functions of individualised funding and collective bid writing
- A working knowledge of all relevant Government Departments and their contribution to the lives of disabled people

What are a Broker's Practice Skills?

- Highly developed interpersonal communication skills
- Ability to work systematically in collecting and interpreting information about specific resources
- Able to work in a group in ways that are facilitative
- Ability to document the planning process and its outcomes in ways which are precise yet also support vitality and imagination
- Bid writing, grant application writing, budget negotiation
- Service contracting, monitoring, problem resolution and mediation skills
- Community development, strategic planning and facilitation skills
- Awareness of roles of 'enabler and supporter' and the ability to work within these roles
- Able to liaise and maintain effective working relationships with the relevant professionals
- Ability to assist in developing or broadening an individual's personal network where this is minimal or non-existent, while also recognising those who might appropriately be involved
- Self directed and be able to prioritise work tasks
- A clear understanding of the boundaries of the facilitator's various roles
- Acceptance of the idea that professional 'power' can only result from effectively empowering others while enhancing their status

Broker Responsibilities:

- To be in receipt of minimum quarterly individual or peer supervision sessions with NBN approved supervisors.
- To ensure they are in receipt of six monthly reviews.
- To register with the data protection.
- To have attended NBN approved training.
- To attend regional seminars and conferences where possible.
- To be in receipt of appropriate insurance cover.
- To have an up to date CRB check.