

Job Description

Job Title: Service Manager – High Impact Users

POSCODE:

Grade: P3

Overall purpose of the job

These two operational and strategic roles are accountable for the delivery of the Tier 1 High Impact Users work across either the North or South areas of Cambridgeshire and Peterborough.

The successful candidates will manage a team of seven HIU Practitioners who will work directly with individuals who have accessed hospital Emergency Departments more than 10 times in the previous year, whose needs are likely to be complex but non-medical, and are not being met through this service.

The post holders will work with senior managers in the County Council and within the Cambridgeshire and Peterborough Integrated Care System (ICS) to lead the transformation of culture, behaviours and attitudes of high impact use (HIU) of health care and changing the behaviour and wellbeing of the HIU client group

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	<p>Leadership and management of the High Impact Users Team</p> <p>Provide leadership in the management of the function, leading by example to develop a high performing team. Coach and lead the team, ensuring performance is managed in accordance with council policies and procedures to deliver a high-quality service and operational objectives are met.</p> <p>Build a supportive and reflective culture that values appropriate challenge and openness.</p> <p>Effectively manage the health, safety and well-being of the team.</p>
2.	<p>Service design and development</p> <p>Working collaboratively and creatively with colleagues within the ICS and wider Health system to set-up and lead a new service and way of working to better meet the needs of people with complex needs, and to promote culture change of personalised care and co-production within the wider system</p> <p>Developing local policies and processes as required, working with colleagues across directorates including Public Health and Children's and Adult Services to solve problems that arise.</p>
3.	<p>Partnership working</p> <p>Developing and nurturing key relationships and maintaining networks internally and externally of both the Council and the Integrated Care System, including national networks. This includes building relationships and linkages with a complex network of supporting organisations, including community and voluntary sector groups that may provide services of benefit to the HIU cohort.</p> <p>Maintain and develop strong partnerships across the voluntary, public, and private sectors, with the aim of improving the collective effectiveness of the support and integration in this space, using isoft power to encourage culture change.</p>

4.	<p>Performance Management</p> <p>Responsible for the team's performance management and reporting.</p> <p>Prepare monthly highlight reports and other reports as required to evidence activity and impact of the service, identifying exceptions and risks and ensuring mitigating action can be taken to keep the programme on track. Interpret and contextualise complex data, and being able to communicate complex ideas and information in a straightforward understandable way</p> <p>Interpreting NHS England guidance to develop SMART Key Performance Indicators and outcomes for the service and staff which also meet local (Cambridgeshire and Peterborough) Council and Integrated Care System priorities.</p> <p>Contribute to the collation of information and data to inform committee reports, member motions and councillor briefings.</p>
5.	<p>Finance and budget monitoring</p> <p>Plan, monitor and review budgets in line with the council's scheme of financial management demonstrating financial control and performance to the Head of Service</p> <p>Proactively contribute to business planning including identifying efficiency savings and taking appropriate action to realise these</p> <p>Oversee procurement processes following council policy and procedure</p> <p>Play an active role in contract monitoring arrangements</p> <p>Ensure plans are in place to implement the requirements of the business plan and associated strategies. Ensure that plans are actively monitored, risks escalated, and mitigating actions taken to manage the risks.</p>
6.	<p>Communications</p> <p>Provide updates to Elected Members, including the Chair, Vice Chair and Spokes of the Communities, Social Mobility and Inclusion Committee as requested by the Head of Service, or Service Director.</p> <p>As the lead representative of the HIU team, present to meetings such as the Community Reference Group, Integrated Neighbourhood Teams, team meetings etc.</p>
7.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p>
8.	<p>Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.</p>
9.	<p>Safeguarding commitment We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level in a relevant discipline or equivalent demonstrable experience in a relevant field.	BA or BSc (Hons) or other recognised professional qualification/experience relating to Health, Social Care or Community Development.	Essential
Evidence of continued professional development	Management or coaching Qualification or evidence of continued professional development	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
NHS England High Intensity Use Programme and the evidence base underpinning the programme	An sound understanding of the programme, the evidence base and the aims of the programme.	Essential
Health Inequalities and the wider determinants of health	A confident understanding of the link between the social and environmental influences of behaviour and outcomes	Essential
Personalised care theory and approaches	Demonstrable understanding how and why people can have choice and control over the way their care is planned and delivered, based on their individual strengths and needs	Essential
Local knowledge of the statutory partners and wider system across Cambridgeshire and Peterborough	An understanding of the complexities of the system across Cambridgeshire and Peterborough	Desirable
Skills		
Management and Leadership	Proven management, coaching and leadership skills including maintaining good operational oversight of a team of staff, ability to scan for potential issues, deliver of specific programmes of work to deadline, and taking appropriate independent action and escalating issues when needed.	Essential
Partnership Working	Proven experience of working in partnership with other a complex network of	Essential

	<p>organisations to design and deliver support and services safely and effectively.</p> <p>Ability to lead, coordinate and chair partnership forums and subsequent actions and projects.</p> <p>Demonstrable ability to manage, coordinate, persuade and negotiate with partners across various sectors and organisations.</p> <p>Demonstrable ability to handle conflicting priorities on sensitive and sometimes emotive issues.</p>	
Self-management	<p>Proven ability to prioritise, plan and manage multiple deadlines.</p> <p>Ability to travel around Cambridgeshire and Peterborough to attend meetings and events and support your team.</p> <p>The ability to use own initiative and to be proactive.</p> <p>Strong collaboration and influencing and motivational skills and the ability to advocate for the county council's priorities and work as a multi agency team.</p>	Essential
Administration	<p>Proven ability to use Microsoft Office applications such Outlook, Word, Excel and PowerPoint and web based research.</p> <p>Comprehensive diary administration skills and ability to use Microsoft Teams for work collaboration.</p> <p>Ability to be able to lead others through council performance management systems and successfully implement audit frameworks set out to ensure robust administration</p> <p>Proven ability to lead a team to keep accurate and timely records of work undertaken.</p> <p>Budget monitoring skills and ability to be able to complete robust funding applications.</p>	Essential
Communication	<p>A good range of communication skills at all levels including the use of presentations, reports, and other written documentation that can convey comprehensive information in a meaningful way.</p>	Essential

	<p>Ability to be able to collect information from across a team or area of responsibility and collate it in a concise and impactful way.</p> <p>Proven verbal communication and relationship management skills, the ability to initiate, develop and manage complex partner, community and stakeholder relationships.</p> <p>Ability to represent the HIU system approach with a range of partners at the equivalent level to the role and on occasion represent the Head of Service if needed.</p> <p>Strong collaboration and influencing skills</p> <p>Political astuteness and sensitivity, communicating with diplomacy and tact.</p>	
Experience		
Leadership, Management and Partnerships	<p>Experience of working in a complex organisational environment</p> <p>Demonstrable experience of significantly contributing to/leading the mobilisation of a new service</p> <p>Experience of managing a team</p> <p>Experience of establishing and maintain highly effective operational links with colleagues from across the public and private/voluntary sector</p> <p>Experience of successfully leading a Countywide service</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Budget management</p> <p>Contract Monitoring</p> <p>Performance Management</p>	<p>Experience of preparing and managing budgets</p> <p>Experience of contract management process</p> <p>Experience of evidencing the impact of a service through data and evaluation</p>	Essential
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential

Safeguarding (applies to all roles working with children/vulnerable adults).	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential
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Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
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