

## Job Description

Job Title: Continuing Health Care Strategic Manager Adult Social Care.

POSCODE: New Shire Hall.

Grade: P4

### Overall purpose of the Job

To be accountable and provide effective leadership, development, management and training for the Local Authorities Adult Social Care's responsibilities under the National Framework for Continuing Health Care Services and NHS Funded Nursing Care. To be accountable for ensuring a high quality of service is delivered within the resources available to both vulnerable adults and their carers'. The post is responsible for ensuring that all services across Adult Social Care, understand their legislative duties under the Continuing Care Framework, whilst supporting the principles of personalization, balancing health, safety and the well-being of vulnerable individuals and the wider population, with enabling people to retain their independence, control, and dignity in line with national requirements. This is a strategic role, requiring direct reporting into the Assistant Director and DASS, as required.

For some aspects of the role, within the dedicated ASC CHC resources, the role is responsible for developing and directly manage the performance and delivery of high quality, effective and efficient Adult Social Care teams responses to the needs of adults and carers with emerging needs, as well as those who are assessed as requiring a statutory assessment and provision of support in line with The Care Act 2014, Mental Capacity Act (2005), Deprivation of Liberty Safeguards, local and national, policy and guidance.

The post holder holds the key responsibility for managing the delivery of high-quality professional practice in line with legislative frameworks, policies and standards, ensuring that statutory, national and local performance targets are met.

The post holder is responsible for the management of risk; this includes management of individual risk through safeguarding of vulnerable adults and organizational risk in terms of the standard of service delivery.

Daily the role is required to provide management advice and leadership which includes casework decisions and decisions across services to ensure capacity is utilized to meet needs equitably across the locality. This will require Chairing complex meetings.

The post holder will lead using data to understand individual, team and service performance and utilise the data to improve the timeliness and responsiveness of individuals, teams and services, always striving to improve the customer experience and journey.

The uniqueness of this post, is its strategic responsibilities working across Cambridgeshire's Integrated Care System, supporting, ICB's, ICP's and local operational health managers to deliver their legislative duties, which require Local Authority Support. The post holder will have lead responsibility for direct working relationships across the ICS, ensuring the LA statutory duties are a focus within the CHC Arena. The post holder will represent the LA in regional and national CHC Arenas as required.

The role includes active participation in the development of service and organizational standard operating procedures and strategies, as well as accountability for the implementation of these in their area of responsibility across both ASC and the ICS.

To be responsible for the budget, ensuring budget managers remain compliant with all relevant policies and that budget spend remains on target and that the individuals have access to the right funding stream at the right time, to mee their identified, Health and Social Care Needs.

### Main accountabilities

	Main accountabilities
1.	Service Delivery

	<ul style="list-style-type: none"> <li>• Lead and oversee the Management, planning, allocation and review of workloads for teams so priorities are managed across the ASC and Health ICS in relation to CHC, ensuring resources are deployed effectively, shortfalls are identified, and services delivered within capacity and within legislation, standard, departmental and partnership policies, procedures and timescales.</li> <li>• The post holder will provide professional leadership and expert advice and support to adult assessment and care management teams, specifically in relation to Continuing Health Care evaluation and funding. In so doing the post holder will demonstrate high levels of autonomy.</li> <li>• Interpret legislation and national guidance in order to lead the development of operational policy and ensure that training needs are in line with best practice and legal requirements.</li> <li>• Manage and actively promote professional relationships with customers, partners and the third sector in order to ensure the delivery of quality, responsive and cost-effective services that can continually improve in line with agreed needs, customer care standards, budgets, policies, legislation and targets.</li> <li>• Participate in service planning and governance meetings helping to shape service direction and structure and providing management information and assurance around the services being delivered around CHC.</li> <li>• Collaborate with multiple health and Social Care colleagues, partners and service users to devise proposals and seek approval for the continuous development of the Team's services in order to ensure that they meet the needs specified through the relevant Strategic Commissioning, Modernization and Transformation Plans through high performing, sustainable and cost-effective service provision.</li> <li>• Provide case management guidance support and expert opinion to social care staff as and when required.</li> <li>• Ensure systems are in place that ensure timely and effective recruitment, development and retention of appropriately qualified and trained staff and effectively manage and deploy the Team resource to ensure effective and efficient service delivery.</li> <li>• Provide clear management direction, offering support and challenge both to the ICS, ASC teams and to individual practitioners as appropriate and respond to development needs as they are identified ensuring a confident professional team.</li> <li>• Direct Line Management of Team Managers or equivalent.</li> </ul>
2.	<p><b>Safeguarding and risk management</b></p> <ul style="list-style-type: none"> <li>• Being a confident and consistent leader and manager in the management of risk, and understanding responsibilities across Health and Social Care, supporting LA Limits, advising others when required.</li> <li>• Ensure safeguarding and risk is prioritized throughout the service. Manage risk within the service with regards to adults at risk of significant harm or in need of protection, providing advice and support to others when required (both internal and partner agencies).</li> <li>• Ensure that organizational risks are managed by providing assurance that practice in services complies with legislation, national and local policies, standards and guidance and the performance targets are met.</li> <li>• Ensure incidents relating to risk are reported, investigated and responded to appropriately and in line with policy and procedures.</li> <li>• Ensure complaints are addressed positively and sensitively and policies and procedures are followed. This includes providing leadership and management around responses to organizations such as the Local Government Ombudsman and professional registration bodies as well as leading on responses to legal challenge.</li> </ul>
3.	<p><b>Performance and Project Management</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an exceptional ability to provide leadership across both the ICS and ASC functions as necessary to ensure the provision of high-quality services, sharing expertise and specialism.</li> </ul>

	<ul style="list-style-type: none"> <li>• Use management information proactively and effectively to inform business decisions, forecast and plan and monitor team performance against key performance indicators ensuring these are met and / or action is taken to mitigate risk of performance indicators not being met.</li> <li>• Ensure systems or forums are in place to gather service user / carer / stakeholder feedback on services and that feedback is responded to and action taken as required.</li> <li>• Maintain operational systems and ensure compliance with the case file management process in accordance with organizational / departmental policy (including for health records where appropriate). Ensure services are delivered based on risk for the protection of clients and the public and safe working practices are maintained for staff.</li> <li>• Lead, design and support the management of, and reporting on, allocated projects including the management of staff, consultants, contractors and service providers.</li> <li>• Prepare reports for staff, managers of all levels and steering groups or other bodies as required. Monitor and review progress to ensure that specified projects deliver the required outcomes within agreed timescales, budget and quality standards.</li> </ul>
4.	<b>Leadership and Change Management</b> <ul style="list-style-type: none"> <li>• Support the Assistant Director and DASS in identifying future requirements, forward plan and bid for funding by providing timely advice on services and developments in relation to the best professional and corporate standards.</li> <li>• Ensure systems are in place to capture and evidence the service information needed to facilitate and drive future planning and commissioning requirements.</li> <li>• As directed by Assistant Director, with management colleagues both within the Directorate, ICS and wider organization, partners, colleagues, service users and informal carers to support the implementation of change programs by providing leadership and ensuring the consistent availability of an effective operational service capable of adapting to and supporting the changing needs of service users.</li> </ul>
5.	<b>Financial &amp; Resource Management</b> <ul style="list-style-type: none"> <li>• Plan, monitor and review budgets in order to be able to demonstrate financial control and report performance to the Assistant Director and so enable effective and timely management of the overall budget for the whole Service in relation to CHC impacts.</li> <li>• Proactively contribute to business planning including identifying efficiency savings and taking appropriate action to realize these.</li> <li>• Ensure that in the area of responsibility 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.</li> <li>• Provide cover for Head of Service and Assistant Director and carry out delegated duties when required.</li> </ul>
6.	<b>Partnership Working</b> <ul style="list-style-type: none"> <li>• To develop and maintain monitoring systems for identification of reviews appeals and outcomes of presentations to Continuing Health Care.</li> <li>• To make eligibility decision in partnership with local ICB for NHS Continuing Health Care. To support the ICB to make decisions in relation to eligibility for NHS Continuing Healthcare or joint funding.</li> <li>• Use judgement to assess risks and to manage the mitigation of such risks at an organizational and individual level.</li> <li>• Actively establish, develop and maintain professional relationships with key partner agencies including health and voluntary organizations to ensure effective partnership working arrangements and promote positive outcomes for adults and families.</li> <li>• Commission services from other agencies and provide effective monitoring and evaluation of any contracts which exist or develop from commissioning activity</li> <li>• Represent the Council at county and national events as necessary.</li> </ul>
7.	<b>Equality, Diversity and Inclusion (EDI).</b> <ul style="list-style-type: none"> <li>• Visibly lead on ensuring that the organizations EDI priorities are embedded in all areas of safeguarding practice, both inward and outward facing.</li> <li>• Have tangible outcomes relating to EDI set out in own and team Our Conversations</li> </ul>

	Ensure the services the role has oversight of have a workforce representative of the population we serve, or a plan working towards this.
8.	<b>Sole decision maker – out of hours</b> <ul style="list-style-type: none"> <li>Respond to service-related queries out of hours and provide management advice and direction.</li> </ul>

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

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.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Recognised degree level qualification in Social Work or equivalent Health subject dependent on team.		Essential
Social Work England Registration		Essential
Relevant post graduate qualification Level 5 diploma in management or equivalent.		Desirable  Desirable

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

Identify	Describe	Essential/ Desirable
Strategic	Extensive demonstrable knowledge of, and commitment to, Government, national and Council priorities and policies and relevant Social Care and Health policy and practice in relation to the provision of services.	Essential
Operational Management	<ul style="list-style-type: none"> <li>Extensive demonstrable knowledge and application of Adult Social Care / health legislation, statutory guidance, Safeguarding and Protection Procedures and understanding of complex case arrangements and a range of systemic interventions and methodologies.</li> <li>Extensive demonstrated knowledge of the NHS CHC and Nursing Needs Framework.</li> <li>Extensive demonstrable knowledge and understanding of systems and processes to manage case work and budgets in order to provide effective service delivery</li> <li>Extensive and demonstrable knowledge of business planning and budget management including being able to develop and implement appropriate team / service plans to ensure financial targets are met.</li> <li>Extensive demonstrable knowledge and experience of handling of technical and</li> </ul>	Essential

	<p>business risk and knowing when to escalate to obtain resolution.</p> <ul style="list-style-type: none"> <li>• Extensive and demonstrable knowledge of safeguarding and risk management.</li> <li>• Extensive and demonstrable knowledge and experience of organizational change and development. Knowledge of how to effect cultural and behavioral change.</li> </ul> <p>Business and Service planning knowledge.</p>	
Performance Management	<ul style="list-style-type: none"> <li>• Extensive demonstrable knowledge and understanding of Government and Council/ health performance indicators and targets and successfully managing performance to achieve best outcomes for service users.</li> <li>• Extensive demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets.</li> </ul>	Essential
Partnership Working	<ul style="list-style-type: none"> <li>• Extensive demonstrable successful Partnership working and management of third-party service suppliers.</li> <li>• Extensive and demonstrable knowledge of customer care and relationship / business management including the effective, evidenced and timely responses to complaints, investigations and legal challenges.</li> </ul>	Essential
Equal Opportunities	Extensive demonstrable knowledge and commitment to actively supporting and promoting Equal Opportunities and proven commitment to equality of opportunity for all groups of staff and service users and to challenging discrimination, racism, sexism and other forms of unjust behavior.	Essential
Resilience	Extensive demonstrable experience of, and ability to, thrive in a complex environment and demonstrate resilience	Essential
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive demonstrable experience of developing and sustaining systems and processes to effect high quality service delivery and maintain performance standards.</li> <li>• Extensive demonstrable experience of defining expectations of staff, managing individual performance, promoting professional development and leading, developing and motivating a multi team service.</li> <li>• Extensive demonstrable experience of thinking strategically across functional and unit boundaries</li> <li>• Extensive demonstrable experience of</li> </ul>	Essential

	<p>taking personal responsibility for making things happen and achieving desired results</p> <ul style="list-style-type: none"> <li>• Extensive demonstrable experience of planning, prioritizing and overseeing the management of the service</li> <li>• Extensive demonstrable experience of making cost-effective use of available resources</li> <li>• Extensive demonstrable experience of analyzing complex issues and offer sound professional and managerial advice.</li> <li>• Extensive demonstrable experience of encouraging and engendering collaborative working between agencies and with partners.</li> <li>• Extensive demonstrable experience of creating accessible ways of working that effectively engage and involve service users.</li> <li>• Committed to a systemic approach and social learning theory interventions</li> </ul> <p>Extensive and demonstrable experience of delivering high quality professional services in line with service standards.</p>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong negotiation skills.</li> <li>• Ability to challenge others constructively and make informed decisions.</li> </ul> <p>Ability to communicate effectively at all levels.</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.	
<b>Safeguarding</b> (include for 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.	

### Disclosure level

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

### 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	<b>Hybrid v</b>	Field	Remote	Mobile
--	-------	-----------------	-------	--------	--------