

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing (ACCW)

Job Ref Number: 04386

Service Area: Strategic Commissioning

Grade: G8

Job Title: Locality Care Sourcing Senior Officer

PURPOSE OF JOB:

The Care Sourcing Team is a business-critical function for ACCW and plays a key part in helping the Council meet its adult care statutory obligations and duties within allocated budgets.

The Locality Care Sourcing Senior Officer will embed high standards and consistent delivery of established practice through their management of cases and a team of officers, to provide the right advice and source the most appropriate, cost effective, care and support across all care types, at the right time, within agreed costs, for adults with an assessed eligible need. Including identifying options, sourcing, processing, securing and reviewing provision which fulfils the referral requirements and outcomes, where complex care rate negotiation is not required.

STRUCTURE CHART:



MAIN DUTIES:

1. They will be the Senior Care Sourcing Officer within a defined area and supervise day to day operations for a small team co-ordinating workloads and requests to ensure adults with an assessed and eligible need have their requirements and specified outcomes met in a way which enhances choice, promotes independence, meets duties and standards and achieves the best value for money.

2.	They will provide excellence in customer service and establish and maintain effective relationships through extensive daily liaison with practitioners, providers, partners and individuals. Ensuring a shared understanding of requirements and outcomes, collaborative working practices along with two-way professional challenge and support.
3.	They will use the team's systems, processes and working practices to provide information and advice to practitioners and individuals about various support options, including market and local provider insights, costs and service quality, which supports collaboration and informed decision making.
4.	They will be responsible for end-to-end sourcing to deliver support packages and placements that are proportionate and appropriate, in line with the established ACCW commissioning and contractual arrangements, prioritising the use of existing frameworks and contracts in order to secure the greatest value and benefit in each individual case, securing timely care and support.
5.	Managing the cost of care delivery through commercially astute brokerage, implementing end-to-end financial processes, checks and monitoring, securing commitments and utilising contractual levers when sourcing from providers who can deliver the care and support which best meets tailored requirements and specified outcomes, enhances choice, promotes independence, enables timely provision, achieves the best value for money, along with prompt and accurate payments.
6.	Undertaken monitoring and reviews in a sensitive and caring manner, to ensure appropriate cost effective, care and support is provided, at the right time, within agreed costs, and that it fulfils the referral requirements and outcomes.
7.	They will assist the Care Sourcing Team Leader in identifying, mitigating and managing risks, safeguarding vulnerable adults, resolving or escalating disputes or complaints, including financial queries, as well as meeting deadlines and agreed quality standards.
8.	They will maintain and administer the Councils databases, case and management information systems ensuring the validity of data with accurate, timely and comprehensive records in all instances, which capture and monitor end to end sourcing and delivery activity, capacity, availability and need. They will support the Team Leader to make the best use of technology, through continually reviewing and developing systems and process which maximize efficient ways of working, eliminating duplication of effort or unnecessary administrative burden.
9.	They will assist with analysis of end-to-end sourcing information, including performance, usage, quality and financial data, to support the production of intelligence and insights which facilitates informed decision making, commissioning plans and continuous service improvements.
10.	They will model, embrace and embed new ways of thinking and working and cultivate a reflective, learning culture which supports continual improvement in practice, processes and systems.
11.	They will support the Team Leader and wider Strategic Commissioning Team through assisting with integrated commissioning activities across the full breadth of the commissioning cycle, including but not restricted to: • planning commissioning and procurement • contract management, assurance and improvement processes • quality assurance, monitoring and review of services and Providers • market engagement and shaping activities • performance analysis and desktop data analysis

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
A relevant professional qualification (at degree level or equivalent) in a relevant discipline such as commissioning and/or research and/or planning, business management and/or financial planning or substantial equivalent experience across adult social care commissioning, strategy.	A / I	X	
Relevant leadership and managerial experience or equivalent leadership and management professional qualification (at degree level or equivalent)	A / I	X	
Knowledge and understand of legislation, national and local frameworks, policies and practices that governs the scope of the role, spanning Adult Social Care, brokerage services, processes and systems, as well as public financial, procurement and contracting regulations.	A / I	X	
Experience, knowledge and skills in building positive relationships through extensive liaison and collaboration internally and externally with effective market, provider, partner and contract management along with excellent influencing, negotiation and conflict resolution skills.	A / I	X	
Experience of managing, developing and adapting self and a team through support, guidance, mentoring and training. Modelling practice and empowering solution focused staff, fostering a culture of continuous improvement and successfully embedding change.	A / I	X	
Excellent interpersonal, organisational and problem-solving skills, with attention to detail and a high level of accuracy along with verbal and written communication skills and experience.	A / I	X	
Experience and knowledge of effective budget management and processes.	A / I	X	
An ability to analyse large volumes of usage, performance, quality and	A / I	X	

financial information and data to present key insights and intelligence.			
Ability to successfully prioritise own and team workloads, work under pressure to tight timelines, managing competing priorities, work autonomously, as well as part of team, with demonstrable problem-solving skills, attention to detail	A / I	X	
An ability to effectively use a range of IT systems, including Microsoft Word, Excel, PowerPoint, Outlook, bespoke social care systems and to support the identification and implementation of any new systems that support the smooth running of the team.	A / I	X	
Willingness to work flexibly to meet the demands of the service.	A / I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.