

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area:
Adult Care and Community Wellbeing (ACCW)

Job Ref Number:

Service Area:
Strategic Commissioning

Grade: 12

Job Title:
Care Sourcing Manager

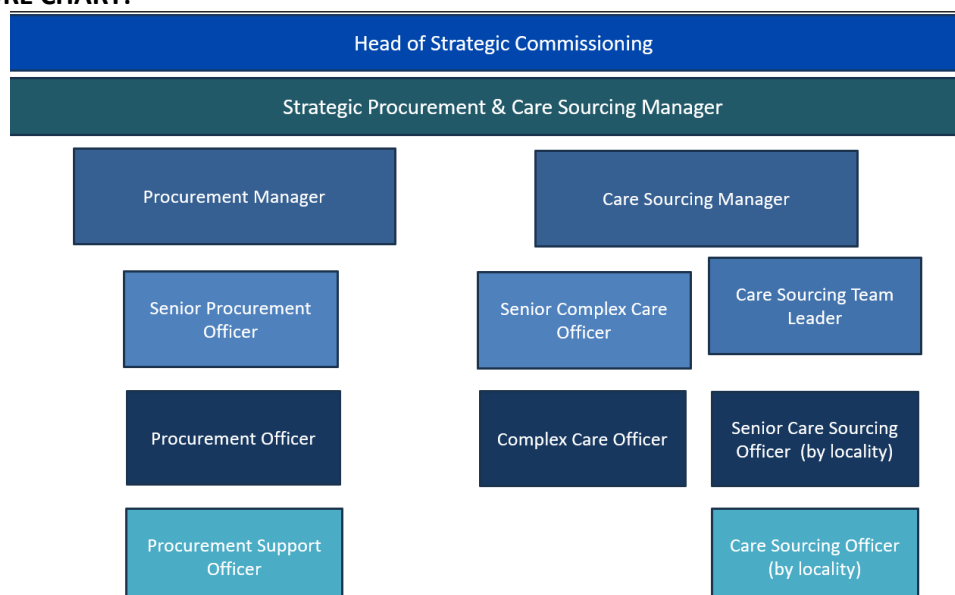
PURPOSE OF JOB:

The Care Sourcing Team is a business critical function for the Adult Care and Community Wellbeing (ACCW) Directorate and plays a key part in helping the Council meet its adult care statutory obligations and duties within allocated budgets, whilst driving cost effective, high quality care arrangements for individuals and delivering value for money principles.

The Team Manager will lead in operationalising the strategic vision and direction for Care Sourcing, providing effective leadership and management of the Care Sourcing Team working on services across the whole of the ACCW Directorate. Incorporating all sourcing, including for cases of complex care, acting as the key interface between practitioners, providers and adults with an assessed eligible need, to ensure the right advice, care and support is provided, at the right time and at the right costs through established contract and framework mechanisms and also for example, micro-commissioning, compliant procurement, sourcing, tenders, brokerage and negotiation.

Working with services for all care requirements to facilitate delivery across a range of commissioning categories throughout the ACCW directorate including for example, but not restricted to: Residential and Nursing Care, Homecare, Reablement, Community Supported Living, Short Breaks and Emergency Provision, Intermediate Care, Day Services, Shared Lives Schemes, supporting timely placements in all cases.

STRUCTURE CHART:



MAIN DUTIES:

1	Oversee the day-to-day leadership and management of the care sourcing function (for all advice, care and support, encompassing cases of all levels of complexity), leading a multi skilled team of 25-30 officers, to understand needs, provide advice, co-design delivery, plan, source and secure services through optimising the most appropriate mechanisms, and monitoring delivery to improve outcomes. With direct line management responsibilities for the Team Leader and Complex Care Senior Officers to ensure care sourcing alignment in all instances with commissioning strategies, Directorate priorities, Council ambitions and the discharge of statutory duties, including the Procurement Act 2023, Care Act 2014 as well as the Councils constitution, standing orders, financial regulations, Contract and Procurement Procedure Rules (CPPRS), commissioning and procurement frameworks. Operating across the full care sourcing team to deliver the right care, at the right time and cost with the right outcomes, through the most appropriate mechanism: including but not restricted to transparent, fair and compliant micro-commissioning, tendering, contracting and negotiations along with securing successful outcomes from commercially astute brokerage, securing commitments and utilizing contractual levers to meet needs. To step into any of the brokerage functions as required and have oversight of all packages or placement requirements across the team, for all levels of complexity. To ensure that all support requirements are commissioned appropriately, that support packages and placements that are purchased are in line with commissioning and contractual arrangements and any outstanding cases are appropriately escalated to ensure resolution.
2	Responsible for resource management of the care sourcing team: planning, coordinating and allocating resources, ensuring adequate staffing levels to meet business needs for all referrals into the service, including managing and maintaining a team rota, which supports the requirements of social work practitioners, which may at times may include working on urgent cases and responding in a timely manner following emergency referrals.
3	Effectively leading the team to ensure commissioned, sourced and delivered care packages meet requirements and standards, whilst ensuring flexibility of deployment within the team to respond to peaks in demand and urgent needs as well as a changing environment and expectations at a national and local level.
4	Manage, monitor and oversee all care sourcing activity, including the appropriate use of established contracts and frameworks, and in circumstances where established contracts and frameworks are not suitable to meet the needs of individuals with care and support needs; design, develop and implement procurement and contract solutions that meet the needs of commissioners and individuals with care and support needs.
5	Identify, mitigate and manage risks, price negotiations for care delivery, safeguarding vulnerable adults, resolve disputes or complaints, as well as meeting deadlines and agreed quality standards which will frequently be urgent and require immediate reprioritisation of the teams workload. Escalating appropriately to the Strategic Procurement and Care Sourcing Manager issues which may affect service delivery so as to implement early intervention and ensure performance does not fall below an acceptable level.
6	Lead and manage ongoing improvements and successful change management which embeds new ways of thinking and working, to optimise benefits resulting from changes in national and local priorities and policies. Continually developing creative and innovative approaches which will deliver the best outcomes and establishing a team culture that is focused on learning and continual improvement.

7	Proactively build, develop and maintain strong, positive working relationships across service areas, with practitioners, specialist teams, providers (independent, voluntary and commissioned), partners, agencies and individuals. Leading and providing assurance on the delivery of service agreements. Attending and contributing to multi-disciplinary meetings and reviews to deliver the best outcomes and value for adults with assessed and eligible care and support needs.
8	Influence the development and maintenance of effective care sourcing procedures, processes, systems, electronic records and data, including accurate complex financial information, tracking and oversight. Maximising utilisation of systems and technology.
9	Identify and drive opportunities for synergy and efficiency, continuously reviewing, streamlining and improving adult care sourcing practices and processes, capturing placement activity and intelligence relating to all care sourcing along with monitoring capacity, capability and forecasting needs to contribute to strategic commissioning.
10	Analyse care sourcing data, management and performance information and draft reports to support the wider service strategic commissioning, market, procurement and contracting functions. Leading on Care Sourcing elements to support reviewing and reshaping the market, helping ensure gaps are identified and a cost effective and flexible marketplace is available, which offers diverse solutions and meets the Council's obligations under the Care Act. Providing feedback and key information to support the contracts team and commissioners in reviews and contract meetings. Contributing to the continual improvement of the quality of services and the care and support individuals receive, promoting better outcomes and enhance value for money.
11	Maintain, control and authorise expenditure within budgets for which responsibility has been delegated. Having oversight of the care sourcing budget, monitoring and forecasting to support budgetary control and income generation through individual contribution to care costs, cost avoidance and/or savings where practicable, from the spend on services for placements and support packages, in line with the ACCW commissioning portfolio and policies.
12	Lead on care sourcing activity, deputise for the Strategic Procurement & Care Sourcing Manager and cover for other service managers and colleagues as required. Working with the wider Strategic Commissioning Team to undertake 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
Educated to degree level with a relevant qualification or extensive relevant professional experience in commissioning; the social, health care profession; programme and project principles which support strategic commissioning; delivering change management within a complex organisation.	A / I	X	
Chartered Institute of Purchasing and Supply (CIPS) Professional Qualification along with procurement experience across adult social care or health.	A/L		X
Good knowledge, understand and experience of legislation and frameworks that governs the scope of the role, spanning Adult Social Care as well as public financial, procurement and contracting regulations.	A / I	X	
Experience in successful project management practice with knowledge and application of principles which support strategic commissioning and deliver change within a complex organisation.	A / I	X	
Experience in successful tender process management and practice with knowledge and application of principles which support strategic procurement and deliver commissioning outcomes and value for money.	A / I	X	
Demonstrate sound commercial awareness and skills, including a strong grasp of market dynamics and in-depth knowledge of the specific markets within their portfolio.	A / I	X	
Experience and knowledge of effective contract and market management, holding providers to account, successfully undertaking complex negotiations and following contractual processes where poor performance is identified.	A / I	X	
Experience of managing and developing a multi disciplined team with an ability to convey a clear vision, taking a strategic approach towards the management of staff, empowering solution focused staff and fostering a culture of continuous improvement.	A / I	X	
Experience of establishing and maintaining effective partnerships and working relationships, undertaking difficult conversations diplomatically, resolving and managing conflict and negotiating solutions with a wide range of stakeholders and people at all levels within and beyond the Council to achieve jointly agreed outcomes and best value.	A / I	X	
Excellent interpersonal, organisational and problem solving skills, verbal and written communication skills with experience of writing comprehensive and technical reports, presentations, briefings and correspondence with an understanding of the service, political context and wider potential implications.	A / I	X	
An ability to think analytically, analysing data, information and situations in detail and to develop and adapt self,	A / I	X	

systems and services accordingly.			
Experience and knowledge of effective budget management processes, at a team and corporate level, maximizing income opportunities, identifying and achieving savings / efficiencies.	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.