

JOB DESCRIPTION

DIRECTORATE: Adult Care		Service Area:
Head of Service Area: Special Projects and Hospital Services		Is this description a generic JD? Yes/No
GRADE: G10		JEM Reference No: 4715 Enhanced DBS Required? Yes
JOB TITLE: Continuing Healthcare Co-ordinator		
REPORTS TO: Lead Professional		
1.	PURPOSE OF JOB: <p>To lead in the operational development of Adult Care's role and responsibility in NHS continuing healthcare improving access to fully funded NHS continuing healthcare to the financial benefit of individuals and the council. Appropriate challenging / disputing of the continuing healthcare practice and decision making by any primary care trust involved with Lincolnshire residents</p> <p>Act as a representative on behalf of the council at regional health and social care meetings which link with national health groups and the Association of Directors of Adult Social Services.</p>	
2.	MAIN RESPONSIBILITIES, TASKS & DUTIES	
	i	Responsible for leading on the development and implementation of joint local protocols with the Clinical Commissioning Group (CCG), to promote access, equity and consistency in the application of the National Framework for Continuing Healthcare and NHS-funded Nursing Care 2009 (revised).
	ii	Ensure Adult Care managers / staff are advised of new legislation and initiatives on continuing healthcare including the actual and potential impact on practice.
	iii	Work/liaise with Adult Care colleagues across operations and commissioning to promote a uniformed approach to continuing healthcare (e.g. equipment, quality assurance/record keeping in care homes).
	iv	Directly challenge and dispute, where appropriate, continuing healthcare decisions, practice and process by any primary care trust in relation to Lincolnshire residents through formal and informal processes.
	v	Act as a council representative in the local and regional continuing healthcare resolution process for appeals and disputes including attendance at the East Midlands Retrospective Review Panel to influence and determine the outcome of retrospective appeals by individuals and / or family for continuing healthcare funding.

	vi	Increase knowledge and understanding of continuing healthcare by Adult Care staff enabling them to be confident and competent participators in the application of the continuing healthcare assessment process.
	vii	Identification, provision and delivery of team and individual staff training requirements including external providers.
	viii	Provision of direct support and guidance to managers and frontline staff on individual cases. Occasional attendance at, and leading of, multidisciplinary team meetings for individuals in a variety of settings including own homes, care homes and hospitals.
	ix	Influence a high standard of assessment at all levels within the service.
	x	As required, to undertake sampling or auditing of services to ensure compliance with standards and optimum performance and to recommend and action appropriate responses.
	xi	Act as a representative for the council attending local area, regional and strategic continuing healthcare meetings with other local authorities and primary care trusts.
	xii	Take responsibility for risk management associated with actions taken in relation to advice / support provided on continuing healthcare in very complex high risk cases.
	xiii	Act as a council representative on the East Midlands Strategic Health Authority Independent Review Panel to comply with the requirements of the National Framework in reviewing the process followed and the application of eligibility criteria made by regional primary care trusts in their decision making in cases where local attempts to resolve an appeal have been unsuccessful.
3.	MANAGEMENT OF PEOPLE SUPERVISION OF PEOPLE Possess the personal credibility to influence and direct the work of others. Training and mentoring of staff on making the detailed assessments and recording to meet the criteria for access to continuing healthcare funding. Direct support, on a daily basis, to frontline Adult Care staff across all services on individual cases. Occasional attendance at, and leading of, multidisciplinary team meetings for individuals in a variety of settings including own homes, care homes and hospitals. Quality checking of Adult Care fieldworkers input into continuing healthcare assessments / documentation supported by written and verbal direction on actions to be taken.	
4.	CREATIVITY AND INNOVATION Post holder will need to keep abreast of any changes to continuing healthcare and adult care guidance / legislation at both national and local levels and shape and propose appropriate protocols to support implementation / practice taking into account the central government agenda for personalization and self directed care. Deal with issues / problems raised in relation to continuing healthcare on a daily basis prioritising the need for response taking account of and interpreting the application of the	

	<p>continuing healthcare process from both an adult care and health perspective. Immediate responses will sometimes be required.</p> <p>The post holder will be required to lead write and implement new adult care processes and procedures and guidance on assessment practice, recording, partnership working, allocation of roles and finances, all of which could affect whole service provision and wide range of individuals. They may have an impact on the council's image and reputation.</p> <p>Review the impact of those processes and amend as necessary.</p> <p>Act as the lead person for Adult Care in taking an assertive role and influencing the development of joint procedures, team working and training for all appropriate agencies in Lincolnshire with Health on Continuing healthcare.</p> <p>Ensure that ASC new processes fit with the Health processes.</p> <p>Act as first point of contact for specialist advice on continuing healthcare. Use own knowledge and awareness of legal perspective to inform advice given.</p> <p>Act on own initiative using imaginative solutions to lead on individual complex cases across health and adult care and to resolve inter organisational disputes in relation to the funding and content of individual care packages.</p> <p>Use interpersonal and negotiation skills to resolve conflict / tension between adult care and health staff in individual cases.</p> <p>Use of creative thinking in the participation of working groups across health and adult care to promote positive outcomes for the council and individuals.</p> <p>Development of, including writing and delivery, of training for a range of staff across adult care, health and external providers.</p>
5.	<p>CONTACTS AND RELATIONSHIPS</p> <p>Provide guidance to internal and external agency workers and to members of the public in relation to service policies and procedures.</p> <p>Development of partnership working will necessitate contact with senior Health Service Managers, managers in the voluntary sector, care home and community care agency managers and training providers. Many of the relationships will be called upon to agree ways of working that support and increase the access of individuals to NHS continuing healthcare and the subsequent delivery of appropriate services.</p> <p>Relationships will need to be developed with regional continuing healthcare leads to ensure that Lincolnshire Adult Care views, practice and processes are appropriately raised and considered in any joint decision making at his level.</p> <p>Relationships at all levels will involve negotiation and persuasion to promote the best interests and outcomes for the council and its individuals in relation to finance and care provision.</p> <p>Ensure that appropriate action is taken in highly contentious issues by raising them to assistant director level and, where necessary, seeking legal advice.</p>

6.	DECISIONS
	<p>a) Discretion</p> <p>Applies extensive judgment and has a wide range of discretion within The parameters of the national framework, including the authority to develop new policies / protocols and initiatives which have implications for service delivery, quality standards and the use of resources.</p> <p>Provides specialist advice to individual managers, teams and members of staff on problems which arise regarding individuals. Takes up individual issues and emerging themes with Health to agree a way forward or dispute as appropriate. Must be able to make decisions, and where appropriate action them, using their own knowledge, judgment and experience.</p> <p>The post holder will use risk identification and management as part of their decision making in highly complex cases</p> <p>Use professional judgment and knowledge to determine the need to refer for legal advice to ensure the reputation of the council is not put at risk.</p> <p>Take the lead in disputing cases where the outcome doe not meet the recommendation of the local staff member, and follows the dispute process until complete. Needs to be objective and impartial to withstand negative responses from Health colleagues.</p> <p>Act as the council's representative on local, regional and strategic continuing healthcare panels using professional judgment to make decisions / recommendations on individual cases</p> <p>The post holder will use their professional judgment, knowledge and experience to determine whether to challenge / dispute the non eligibility for continuing healthcare in individual cases on behalf of the council.</p>
	<p>b) Consequences</p> <p>Decisions taken could lead to adverse impacts on individuals or carers which ultimately has the potential to impact on the council's image and reputation. Continuing healthcare is provided free of charge. If services are provided by Adult Care, there is a charge based on a financial assessment. If continuing healthcare funding is not accessed appropriately a service user might have to pay for a nursing home or end of life care, and their life savings and property may all be spent on this on this provision.</p> <p>Decisions have the potential to impact, positively and adversely, on adult care budgets and performance ratings e.g. number of placements, availability of funding to provide services. This year a target of £500k has been set on achieving savings through more people accessing Continuing healthcare.</p> <p>Decisions have the potential to impact, positively and adversely, on individuals finances and care provision.</p> <p>Decisions taken may have a positive or adverse impact on the council's relationship with partnership organisations, especially the CCG.</p>
7.	RESOURCES <p>Laptop, mobile phone, case notes – all of which may be taken out of the office.</p> <p>Although not managing budgets, a target of £500k was set on the achievement of savings through more people accessing Continuing Healthcare.</p>

8.	WORK ENVIRONMENT
	<p>a) Work Demands</p> <p>The post holder will be the Lead Practitioner in this area of specialism and must be able to respond to operational and planning demands which are unpredictable and complex e.g.</p> <ul style="list-style-type: none"> • Daily management of competing tasks • Prioritisation of work to meet deadlines • Deal with frequent interruptions to office based work on a daily basis • Resolving complaints • Management of and resolving interagency disputes / conflict • Support and management of operational and service development issues
	<p>b) Physical Demands</p> <p>The post holder undertakes work requiring only normal physical effort although there may be substantial driving involved across the region and county.</p>
	<p>c) Working Conditions</p> <p>Work undertaken mainly in office environment with requirement to travel locally and out of county to attend meetings at least weekly.</p> <p>Occasional need (less than monthly) to visit Service Users in their own homes, placements or hospital to support frontline workers.</p>
	<p>d) Work Context</p> <p>Dealing with difficult and complex negotiations between adult care, health organisations and individuals including potentially dealing with anger.</p>
9.	<p>KNOWLEDGE AND SKILLS</p> <p>The postholder must hold either:</p> <ul style="list-style-type: none"> • A professional social work qualification eg Dip SW, CQSW or OT qualification and ensure that registration with the HCPC is maintained and renewed appropriately. <p>Or</p> <ul style="list-style-type: none"> • A Nursing qualification and ensure that registration with the appropriate professional body is maintained and renewed. <p>High level of knowledge and experience of NHS continuing healthcare in practice.</p> <p>Understanding of the law as it relates to NHS continuing healthcare and adult care and the ability to turn legislation into practice.</p> <p>Understanding of the financial implications of continuing healthcare in relation to individuals and adult care.</p> <p>Knowledge and experience to advise Adult Care staff and external providers Interpersonal skills.</p> <p>Dealing with conflict within Adult Care and across other partnership organisations.</p>

	<p>Negotiation and assertiveness.</p> <p>Knowledge of managing assessment, care and commissioning process thorough understanding of the modernizing agenda for health and social care.</p> <p>Applied understanding of performance management.</p> <p>Inspire staff with a quality approach towards achieving appropriate outcomes in the continuing healthcare process.</p> <p>Ability to manage change.</p> <p>Ability to work on own initiative.</p> <p>Experience of working in a political and corporate environment.</p> <p>Presentation and teaching skills.</p> <p>Computer literacy.</p>		
10.	GENERAL		
<p>Job Evaluation - This job description has been compiled to allow the job to be evaluated using the GLPC Job Evaluation scheme as adopted by the County Council.</p>			
<p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time 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 postholder.</p>			
<p>Equal Opportunities - The postholder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>			
<p>Health and Safety - The postholder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p>			
<p>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.</p>			
	Name:	Signature:	Date:
Job Description written by: [Manager]
Job Description agreed by: [Postholder]
<p>Note: Qualifications and Experience headings are included in the Person Specification, see 'Using Competencies in Recruitment & Selection' in the Employment Manual on George.</p> <p>Guidance on the completion of this JD can also be found on George or available from your Directorate HR Adviser.</p>			