

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing (ACCW)

Job Ref Number: 04387

Service Area: Strategic Commissioning

Grade: G6

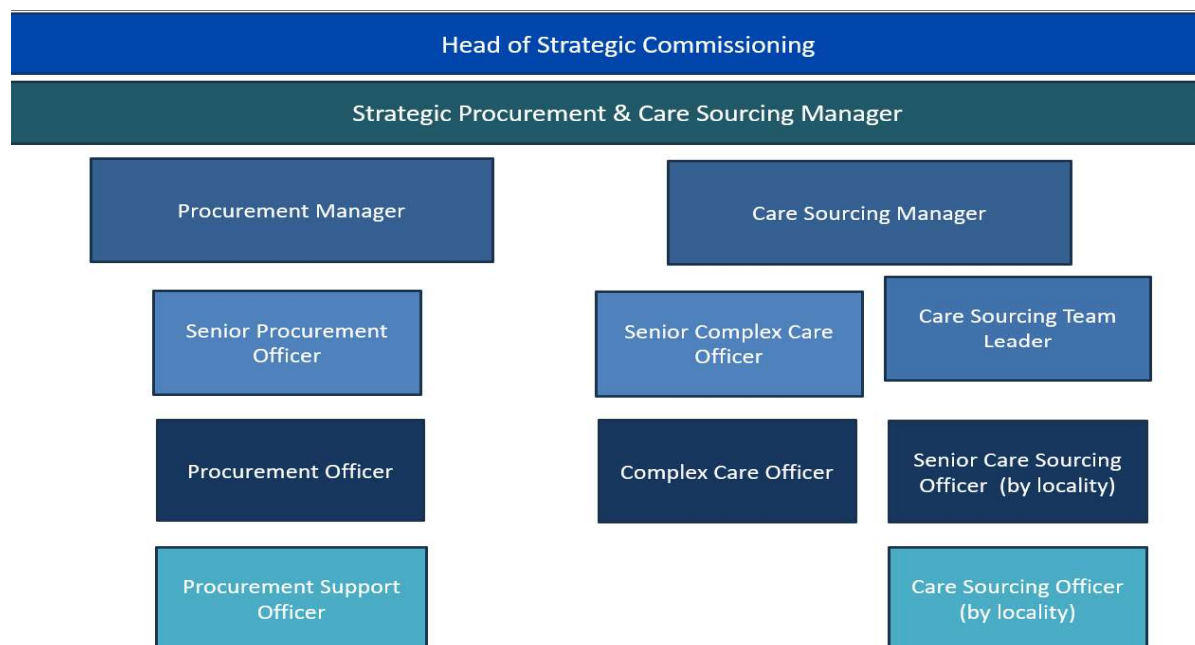
Job Title: Care Sourcing Officer

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 Care Sourcing Officer will deliver consistent, high standards of established best practice through their cases, 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:

- The Care Sourcing Officer will work under the direction of the Care Sourcing Senior Officers on allocated cases for securing care and support packages which meet the identified requirements and outcomes of adults, with an assessed and eligible need, 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 with consistent high standards of delivery, meeting urgency of tight deadlines, and establish and maintain effective relationships through extensive daily liaison with practitioners, providers, partners and individuals. Ensuring a shared understanding, 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 informed decision making.
4.	Under the supervision of the Care Sourcing Senior Officers, they will source and deliver 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 quality, timely care and support, with prompt and accurate financial arrangements.
5.	They will support cost effective 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. They will enable timely provision, achieve the best value for money, along with prompt and accurate payments.
6.	They will contribute to 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. With escalation to the Care Sourcing Senior Officers where required.
7.	They will assist the Care Sourcing Senior Officers and Team Leader in identifying risks, safeguarding vulnerable adults, resolving or escalating queries, as well as meeting deadlines and agreed quality standards.
8.	They will maintain the Councils databases, case and management information systems ensuring the validity of data with accurate, timely and comprehensive records in all instances for the end-to-end sourcing process.
9.	They will provide data and analysis (for example relating to sourcing performance, usage, quality and finance) to support the production of intelligence and insights which facilitate informed decision making, commissioning plans and continuous service improvements.
10.	They will support and implement new ways of thinking and working, contributing to a reflective, learning culture which supports continual improvement in practice, processes and systems.
11.	They will support the Locality Care Sourcing Senior Officers and wider Strategic Commissioning Team through assisting with integrated commissioning activities across the full breadth of the commissioning cycle, including but not restricted to: • 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 qualification or working towards (at least NVQ3 or equivalent) in either business related subjects; the adult social, health care profession; sourcing or other aspects of commissioning. Along with excellent literacy and numeracy skills at GCSE Grade 5 or above.	A / I	X	
2 years' experience in analysing and summarising information; data entry, processing, validation, maintaining accurate records. Along with 2 years' experience in managing (customer) relationships.	A / I	X	
An understanding 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 (for example with providers, partner and individuals) along with excellent influencing, persuasion and negotiation skills, to solve problems, or appropriately escalate issues.	A / I	X	
Excellent interpersonal and organisational skills, with attention to detail and a high level of accuracy along with verbal and written communication skills and experience.	A / I	X	
Ability to prioritise and work well under pressure to meet tight deadlines, whilst paying attention to detail to maintain quality, manage priorities, work autonomously with problem solving skills and operate well as part of team.	A / I	X	
An ability to effectively use a range of IT systems, including Microsoft Word, Excel, PowerPoint, Outlook, along with a willingness to learn bespoke social care systems.	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.			