

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area:** Adult Care and Community Wellbeing (ACCW)

**Job Ref Number:** 04388

**Service Area:** Strategic Commissioning

**Grade:** G10

**Job Title:** Complex Care Senior Officer

### PURPOSE OF JOB:

To source and secure the right advice, care and support package in the most complex cases for adults with an assessed eligible need, across all care types (residential, nursing, home, community, supported etc), at the right time and at the right cost.

The management of the most complex cases includes, but is not restricted to instances where existing frameworks and contracts terms cannot deliver the specific individual requirements or where for individuals or groups of individuals, it is necessary to undertake competitive tender processes, utilising existing frameworks and contracts or via the open market, in order to source the right care and support solutions.

This role plays a key part in helping the Council meet its statutory obligations in relations adult care and this is a business-critical service, requiring significant responsibility to support the identification, mitigation and management of risks, safeguard vulnerable adults, resolve disputes or complaints, as well as meet tight and often urgent deadlines.

It requires a thorough and comprehensive knowledge and understanding of local markets as well as expertise in national and Council procurement and contracting processes, practice, legislation and regulations in order to undertake micro-commissioning and tendering exercises.

### STRUCTURE CHART:



| <b>MAIN DUTIES:</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 1.                  | Identifying commercially astute options for care and support packages within the appropriate cost and service requirements, and the end-to-end sourcing for the most complex requirements. This will include liaising extensively with practitioners, providers and individuals as they undertake commercially robust, appropriately tailored tendering and contracting processes or securing commitments and utilising contractual levers which ensure fit for purpose service provision designed specifically to meet the complex needs of the individual.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.                  | Lead end-to-end negotiations with providers, and other individuals/organisations, as appropriate, linked to applicable care sourcing and/or tender processes, contract pricing and/or terms, and other conflict and dispute resolution issues; utilising market intelligence to understand the capacity and capability of the market and acting as the Council's commercial astute client and ensure all complex care placements undergo a process of financial scrutiny and deliver value for money, with cost avoidance and or savings where practicable; ensuring financial contributions/top ups are effectively implemented and all processes are completed to enable prompt and accurate provider payments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3.                  | <p>Provide significant support and challenge to the way existing services are commissioned and use extensive market analysis to identify best practice Provider services and innovative delivery models to support the best outcomes for people with care and support needs, improve value for money and deliver savings.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• Drafting reports to inform both formal and informal decision making, in particular in relation to options for and outcomes of the most complex care sourcing and procurement activity</li> <li>• Providing professional and technical advice as the Council's commercial expert</li> <li>• Designing and delivering effective, commercially tailored and fit for purpose commissioning routes and associated tender processes and documentation, ensuring that best practice models of innovative service delivery are explored and incorporated where appropriate, and manage or assist in the analysis and evaluation of tender submissions</li> <li>• Ensuring all commissioning activity is managed in a legal, ethical and accountable manner in accordance with relevant national and Council legislative, regulatory and procedural requirements.</li> <li>• Identify, mitigate and manage risks, as well as resolving issues disputes and/or complaints, throughout the commissioning lifecycle.</li> </ul> |
| 4.                  | Ensuring practice contributes to and is consistently aligned with the delivery of Adult Care and Community Wellbeing strategic commissioning strategies, approaches and intended outcomes as well as all Council policies, practices and behaviour expectations. Remaining up to date and compliant with all relevant legislation, regulations, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5.                  | <p>Build, manage and maintain strong, positive working relationships with service / commissioning leads, contract managers, practitioners and individuals as well as providers across the adult care market.</p> <p>Liaise with commissioning leads, contract managers, practitioners and individuals to ensure the efficient and effective transfer from the commissioning and tendering process onwards to</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|     | <p>accurately complete and maintain individual placement agreements outlining the service/outcomes to be purchased from service providers.</p> <ul style="list-style-type: none"> <li>- Where there are shortfalls as mapped against anticipated demand, work with the market to support development of the necessary capacity and/or capability.</li> <li>- Identify and implement as appropriate opportunities to further develop services on behalf of the Council and other partners locally and regionally.</li> <li>-</li> </ul>                                                      |
| 6.  | Support, and where required, lead on engagement and research with stakeholders and end users to inform effective care sourcing processes, ensuring that delivery solutions identified meet service user requirements. This includes supporting the effective co-production of service models and delivery solutions through the active involvement of end users in procurement processes, as appropriate.                                                                                                                                                                                   |
| 7.  | Providing day to day leadership, advice and guidance within own area of responsibility as appropriate, to colleagues both within and beyond the Strategic Commissioning Team.                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8.  | Ensure all procurement and care sourcing activity undertaken complies with regulatory frameworks (including CQC), Procurement Legislation, organisational policies and procedures, and professional codes of conduct, and aligns with the Corporate Risk Strategy. Throughout each stage of the procurement and care sourcing process, ensure that potential risks are identified, managed and minimised, and escalated as appropriate.                                                                                                                                                     |
| 9.  | Manage and oversee the work of the Complex Care Officers and assisting the team to continually review and improve practice, embedding new ways of thinking and working.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10. | Maintain the Councils databases, case and management information systems ensuring accurate, timely and comprehensive records for all complex care placements.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11. | Lead on analysis of the data concerning complex care placements and producing intelligence and insight reports to meet Service, Directorate and Council requirements. Ensuring a robust approach to analysis and forecasting of population needs and balancing service delivery in terms of volume, cost and funding.                                                                                                                                                                                                                                                                       |
| 12. | Responsibility for recording, monitoring and reporting on care sourcing activity, efficiency gains and service improvements in order to contribute to the team and wider Council performance management frameworks and to measure achievement against the commissioning and care sourcing outcomes and objectives.                                                                                                                                                                                                                                                                          |
| 13. | <p>Support the Care Sourcing Manager and wider Strategic Commissioning Team through contributing to integrated commissioning activities across the full breadth of the commissioning cycle, including but not restricted to:</p> <ul style="list-style-type: none"> <li>• planning commissioning and procurement</li> <li>• contract management, assurance and improvement processes</li> <li>• quality assurance, monitoring and review of services and Providers</li> <li>• market engagement and shaping activities</li> <li>• performance analysis and desktop data analysis</li> </ul> |
| 14. | <p>Take personal responsibility for:</p> <ul style="list-style-type: none"> <li>- Ensuring Council resources are optimised and utilised effectively and efficiently,</li> <li>- Delivering excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers</li> </ul>                                                                                                                                                                                                                      |

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|     | <ul style="list-style-type: none"> <li>- Contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 15. | <p>The post will provide line management and supervision to Complex Care Officers (Grade 8) as required, including planning, checking, allocating work, appraisal and dealing with day-to-day capability and conduct to meet the overall requirements of the service.</p> <p>The post will also provide day-to-day leadership as appropriate to deliver the team priorities and work plan. Coaching and mentoring teams and colleagues as appropriate to embed new ways of working and thinking. Deputising for the Care Sourcing Manager as appropriate and necessary.</p> <p>Demonstrate behaviours aligned with the Council's values in all aspects of work activities, duties and responsibilities.</p> |

#### PERSON SPECIFICATION

| Requirements                                                                                                                                                                                                                                                                                                                                                | Where identified* | Essential | Desirable |
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| A good commercial and procurement professional qualification (e.g. Diploma in Purchasing & Supply and/or membership of the Chartered Institute of Purchasing and Supply) / membership of professional body / educated to degree level or equivalent or otherwise demonstrate equivalent knowledge of external commissioning through significant experience. | A / I             | X         |           |
| Significant experience of commissioning, procurement, project management and / or related disciplines demonstrating detailed understanding and excellent knowledge of public sector / health / social care commissioning, public procurement legislation, regulations, policies, best practice and markets.                                                 | A / I             | X         |           |
| The post holder will be expected to possess and maintain up to date knowledge of relevant and current procurement legislation, regulations, and sector trends, and the ability to apply this insight to inform commercial and procurement decisions.                                                                                                        | A/I/T             | X         |           |
| The post holder will demonstrate a clear understanding of health and social care markets including recent legislation and trends in health and social care                                                                                                                                                                                                  | A/I/T/P           |           | X         |
| Extensive knowledge and understanding throughout the end-to-                                                                                                                                                                                                                                                                                                | A / I             | X         |           |

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| end commissioning cycle with expertise and evidence of effective practice in all aspects of procurement activity.                                                                                                                                                                                                                           |           |   |   |
| Ability to undertake work of a complex nature, remain calm under the pressures of managing a substantial workload of complex matters and contributing positively to continuous improvement of service delivery.                                                                                                                             | A / I     | X |   |
| Experience in building and maintaining effective relationships at all levels with advanced communications and negotiation skills and the ability to provide effective challenge with sensitivity and diplomacy.                                                                                                                             | A / I     | X |   |
| Expert analytical and report writing skills which support effective, informed decision making.                                                                                                                                                                                                                                              | A / I / P | X |   |
| Knowledge and understanding market analysis, benchmarking, supplier development, supply chain management, and market management.                                                                                                                                                                                                            | A/I/T/P   | X |   |
| Detailed understanding and experience of evaluation models and whole life costing approaches combined with analytical skills and the ability to guide colleagues when dealing with these issues.                                                                                                                                            | A/I/T/P   | X |   |
| Able to motivate and manage cross functional teams to achieve improvements in performance and changes in culture and practice and work as an integrated part of the wider team, being supportive of colleagues and management with a willingness to work flexibly to meet the demands of the service including out of hours, when required. | 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 |   |
| Able to adapt to new areas of work and take on tasks/duties outside his/her field of expertise competently recognising when he/she requires professional support and supervision.                                                                                                                                                           | A/I       |   | X |
| Enthusiastic within a team approach, be able to stay calm under pressure                                                                                                                                                                                                                                                                    | A/I       | X |   |

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| Able to devise prepare and deliver training.                     | 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.