

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing (ACCW)

Job Ref Number: 04389

Service Area: Strategic Commissioning

Grade: G8

Job Title: Complex Care Officer

PURPOSE OF JOB:

To manage a caseload, working under the direction of the Complex Care Senior Officers, to source and secure the right advice, care and support package in 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 caseload will include, but is not be 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.

They will work on all aspects of commissioning and procurement to identifying options and undertake the end-to-end sourcing for complex needs, liaising and establishing positive relationships with practitioners, individuals and providers.

It requires knowledge and understanding of local care markets as well as national and Council procurement and processes, practice, legislation and regulations in order to support micro-commissioning and tendering exercises.

STRUCTURE CHART:



MAIN DUTIES:	
1.	Identifying and implementing options for care and support packages within the appropriate cost and service requirements, and the end-to-end sourcing for complex requirements. This will include liaising with practitioners, providers and individuals to support tendering and contracting processes.
2.	Undertake negotiations with providers, utilising market intelligence to understand the capacity and capability and acting as the Councils commercial astute client to support 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.	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.
4.	Challenge the way existing services are commissioned and use market analysis to identify best practice Provider services and support on innovative delivery models. This will include formal and informal decision-making reports, assisting in the delivery of fit for purpose and compliant commissioning routes, associated tender processes and documentation, assisting in the evaluation of tender submissions, supporting risk management and contributing to the resolution of issues, disputes and or complaints throughout the commissioning lifecycle.
5.	Responsible for the drafting and preparation of effective tender processes ensuring that services and goods are commissioned and procured within the set budget allocation and that value for money efficiency gains are realised wherever possible. This includes responsibility for leading or assisting, subject to risk and complexity as appropriate, in development and delivery of procurement programmes in designated portfolio of services.
6.	Liaise with commissioning leads, contract managers, practitioners and individuals to ensure the efficient and effective transfer from the commissioning and tendering process onwards to accurately complete and maintain individual placement agreements.
7.	Build, manage and maintain strong working relationships with commissioning leads, contract managers, practitioners, individuals and providers. Support new ways of working within the team and across service areas, with practitioners, providers, partners and individuals. - Where there are shortfalls as mapped against anticipated demand, work with the market to support development of the necessary capacity and/or capability. - Identify and escalate as appropriate opportunities to further develop services on behalf of the Council and other partners locally and regionally. -
8.	Ensure 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.
9.	Maintain the Councils databases, case and management information systems ensuring accurate, timely and comprehensive records for all complex care placements.

10.	Analyse data concerning complex care placements and producing intelligence and insight reports to meet Service, Directorate and Council requirements.
11.	Undertake research into service specific markets including benchmarking of services, costs and commercial and contracting approaches, and contribute to the stimulation and engagement of the market for services in designated portfolio.
12.	Support the Care Sourcing Senior Officers and Manager, along with the wider Strategic Commissioning Team through contributing to 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 or equivalent or otherwise demonstrate equivalent knowledge of external commissioning through at least 2 years of experience.	A / I	X	
Have some experience of commissioning, procurement, project management and / or related disciplines demonstrating detailed understanding and excellent knowledge of public sector / health / social care commissioning, procurement legislation, regulations, policies, best practice and markets.	A / I	X	
A working knowledge and understanding of the end-to-end commissioning cycle.	A / I	X	
Ability to undertake a variety of work which requires knowledge and skill across a range of general and specialist procurement activities.	A/I	X	
Knowledge of the key social care legislation and trends across their relevant service areas.	A/I		X
Knowledge and understanding of market analysis, benchmarking, supplier development, supply chain management, and market management.	A/I	X	
Understanding of and experience of evaluation models combined with analytical skills and whole life costs and the ability to advise colleagues when dealing with these issues.	A/I	X	
Ability to manage a full, and substantial complex workload in a changing	A / I	X	

environment with limited supervision recognising when he/she requires professional support whilst remaining calm under pressure.			
Experience in building and maintaining effective relationships with good communications and negotiation skills.	A / I	X	
Analytical and report writing skills which support effective, informed decision making.	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.