



BRIGHTON & HOVE CITY COUNCIL

Job Title:	Commissioning & Performance Manager
Reports to:	Head of Commissioning & Performance
Department:	Adult Social Care
Section:	Commissioning & Performance
Date	3 March 2015

Purpose of the Job

To ensure that services delivered to people are person centred, outcomes focused, inclusive, offer value for money, and promote a sustainable & diverse market by:

- Commissioning sector wide services that meet the adult social care needs
- Supporting, monitoring and enforcing sector wide service performance improvement, transparency.
- Providing good quality performance information & effective statutory return compliance.

The post had 3 main elements and post holders will flexibly focus different elements depending on service demand and requirements.

Principal Accountabilities

Commissioning

1. To ensure that commissioning plans support effective service delivery and the changing requirements of Adult Social Care modernisation (in particular the Care Act and the Better Care Plan.)
2. To work with Adult Social Care teams, relevant professionals and internal and external stakeholders and providers to effectively commission services that reflect the local assessment of need and best practice while developing a diverse and sustainable local market
3. To lead on the development of new services and markets and to commission services with a focus on delivering improvements in outcomes for people, value for money, incorporating professional standards of procurement practice.
4. To Identify and maximise the benefits of local and wider commissioning opportunities and effectively manage the performance of Adult Social Care commissioned contracts.
5. To act as lead commissioner on behalf of the CCG for specified services
6. To promote the wellbeing of individuals through working collaboratively with a wide range of council services, the CCG, care providers & the third sector to develop and deliver shared outcomes that meet social care needs.
7. To focus on and support better outcomes for individuals through the effective use of evidence based quality assurances alongside stakeholder service development.

Performance

8. To ensure that Performance Plans & provision of performance data support effective commissioning, service delivery and the changing requirements of modernisation (in particular the Care Act and the Better Care Plan).
9. To ensure all national statutory performance returns & surveys are completed in line with national guidelines & requirements.
10. To co-ordinate the production of the annual Local Account so that local people and key stakeholders understand and can hold the Council to account on its performance in adult social care.
11. To manage consultation with relevant stakeholders to ensure the views of stakeholders are considered in key strategy, policy and service developments.
12. To support the provision of good quality data (service user and carer feedback) including across adult social care to inform effective improvement planning and service development & delivery.
13. To support the delivery of robust Information Governance across social care services to ensure they are responsive and compliant to national and local standards.

Quality & Improvement

14. To ensure robust, comprehensive and resourced improvement plans are in place and delivered by Providers
15. To ensure that plans for quality services support effective service delivery and the changing requirements of modernisation (in particular the Care Act and the Better Care Plan.)
16. To manage Service Provider Profile process and monitoring of service quality across contracted and in house Adult Social Care provision.
17. To provide leadership and co-ordination for cross sector quality improvement programmes and projects. In doing so, to promote positive partnership working & collaborate effectively with providers and partners (e.g. CQC, the CCG, and the Adult Assessment) to ensure that outcomes are delivered for service users via a joint focus on service improvement.
18. To develop & implement effective systems for setting targets and key performance indicators to support performance management and effective reporting to the Care Governance Board, the Lead Member for Adult Social Care and Commissioners..
19. To lead in relation to safeguarding vulnerable adults including leading & supporting investigations and the delivery of improvement plans & the co-ordination of service complaints.
20. To manage the service level agreement in relation to Fire Safety and be the key link person to Corporate Health & Safety.

General Accountabilities

1. To contribute to the development, implementation and review of the Adult Social Care Directorate Plan and related commissioning plans
2. To line manage Commissioning Support Officers and Administrative support effectively to support the delivery of accountabilities.
3. To line manage time limited specific project support resource where appropriate/required.
4. To work as part of the Commissioning, Performance & Service Improvement management team and respond flexibly in relation to business continuity or major incidents as they affect the whole unit.
5. To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy. In particular: as set out in Section 4 of the Council's Health and Safety Policy, and within their area of responsibility:
 - To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
 - To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
 - To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
 - To ensure that safe premises, equipment and working environments are maintained
6. To work within and actively promote the City Council's Inclusive Council Policy in relation to service delivery and staff management.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

PERSON SPECIFICATION

Job Title:	Commissioning & Performance Manager
Reports to:	Head of Commissioning & Performance
Department:	Service Manager Performance & Quality
Section:	Adult Social Care
Date written:	Commissioning & Performance

Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Good knowledge and understanding of adult social care policy, legislation and national performance framework in adult social care• Knowledge of procurement and contracting in relation to their links with commissioning• Knowledge and understanding what is required to deliver effective commissioning in an Adult Social Care, health and public sector setting• Sound knowledge of CQC regulations and monitoring framework• Sound knowledge re Safeguarding Vulnerable adults procedures and Complaints procedures• An understanding of the political, theoretical and practical issues surrounding the effective delivery of adult social care and health services to vulnerable people and their carers in the community as evidenced by the successful completion of a relevant tertiary qualification or equivalent experience in the field.• Knowledge of the care pathways within adult social care• Knowledge of national best practice in Adult Social Care• Knowledge of project management methodology and tools• Knowledge of information governance & social care data bases in social care services
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Experience	<ul style="list-style-type: none"> • Experience in service and change management • Experience in working in partnership with independent sector providers and the community & voluntary sector • Experience of managing projects and delivering successful , timely outcomes • Experience of working effectively in social care services to promote and achieve good outcomes for individuals • Experience of success in delivering services through effective commissioning with social care or health. • Demonstrable experience of effective team working and leadership. • Experience of successfully promoting good quality in social care • Experience of safeguarding vulnerable adults investigation • Experience of effective line management
Skills and Abilities	<ul style="list-style-type: none"> • Good verbal & written communication skills, including ability to communicate effectively with care providers, the community & voluntary sector, users of adult social care services and their carers. • Good presentation skills across a range of audiences, including the presentation of reports to Adult Social Care management teams, Health & Wellbeing Board etc. • Ability to work to deadlines and deliver agreed outcomes on target • An ability to demonstrate an understanding of the balance between the cost, quality & effectiveness of adult social care services • Ability to use research methodologies to identify good practice, and to use this evidence to benchmark local services & drive improvement • Ability to negotiate, influence and challenge across a wide range of stakeholders • Ability to understand and manage risk within a social care setting
Equalities	<ul style="list-style-type: none"> • Clear evidence of ability to successfully implement and promote Equalities in the work setting
Other Requirements	<ul style="list-style-type: none"> • Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training • Ability to respond collectively and flexibly in response to major incidents or business continuity matters • Evidenced commitment to personal professional development

Post holder: Sign & print name	
Reports to: Sign & print name	
Date signed:	
Department:	
Section:	