

South East London CCG [to be branded]

JOB DESCRIPTION

Job Title:	Integrated Commissioning Manager
Band:	8A
Department(s):	Lewisham Adult Integrated Commissioning & CHC Structure
Function:	Lewisham Adult Integrated Commissioning & CHC Structure
Responsible to:	Assistant Director, Community Support & care
Accountable to:	Place Based Director
Hours:	37.5

Role of South East London Clinical Commissioning Group (CCG)

NHS South East London Clinical Commissioning Group is the statutory body responsible for commissioning healthcare services to south east London's 1.9 million residents of the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.

The CCG buys services from hospitals, ambulance service and community service providers.

South East London CCG covers all GP practices in the area and is overseen by a governing body, which is responsible for making decisions about healthcare. The governing body includes GPs, nurses, a hospital doctor and other healthcare professionals and patient representatives. This is supported by other prime committees including Borough Based Boards which will have delegated responsibility for commissioning local services.

Some of the CCG's key functions include:

- Making arrangements to secure public involvement in the planning and commissioning of healthcare services.
- Contributing to the boroughs' Joint Strategic Needs Assessment (JSNA) and the Joint Health and Wellbeing Strategies led by the Health and Wellbeing Boards.
- Adhering to relevant principles of good governance and carrying out its functions effectively, efficiently and economically.
- Working with the local authorities and their partners to improve the wellbeing of children and their families, as well as supporting community care assessments, local education and the police, prison services and probation services.

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South East London CCG's key priorities include:

- Providing more systematic and proactive management of chronic disease to improve health outcomes
- Empowering patients and encouraging self-care
- Integrating models of care
- Ensuring urgent care systems maximise appropriate access of care for patients
- Improving access to services.

Working in a single CCG:

All roles will have a core base location and key areas of focus which may be locally within a borough or at scale across South East London. However, as part of operating within a single organisation as we move towards Integrated Care Systems, it is important to note that:

- We all work ultimately for South East London and the residents/ patients and partners within it, and we will need to support our colleagues in other functions or in other locations. Where required you should work with your line manager to ensure your work is prioritised accordingly.
- You may work more closely or as part of mixed teams with local authorities, trusts or other partners
- You may also be asked on occasion to travel to and potentially work in different CCG borough locations

JOB PURPOSE

The post holder will work as part of the Integrated Commissioning team who collectively lead and deliver a programme of projects to achieve the SEL CCG objectives in Lewisham , QIPP Plan and Clinical Commissioners requirements. Projects will adopt PRINCE2 methodology to support successful implementation working with primary, community and secondary care clinicians and managers.

The post holder will be responsible for leading on a number of areas which support the delivery of a reduction in Emergency Admissions, through supporting the Integration agenda and transforming Community Services. This may include:-

- Delivering against projects to support a reduction in Emergency Admissions for Diabetes and other LTCs
- Supporting and monitoring the delivery of Appropriate Care Pathways across LTCs
- Supporting the AD across a range of areas that deliver the CCG's requirements.

The post holder will be responsible for all aspects of project management from initiation to project completion including supporting documentation and

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authorisation and reporting points to ensure projects are embedded within providers and through appropriate contracting. The post holder will ensure benefits and outcomes are established for each project, along with risk and communication/ engagement plans with regular progress reporting and that overall project goals are achieved. A proactive approach to facilitate change management to achieve the objectives of the agreed redesign programmes will be required. This will include planning, leading, supporting and executing activities that will enable people to understand and adapt to change.

1. Duties and Responsibilities

- Lead on the Project Management and co-ordination of specific projects to fulfil the QIPP Plan, local CCG objectives and Clinical Commissioner requirements. To ensure clear benefits, milestones and performance indicators are developed, monitored and reported regularly. A standard CCG approach will be adopted which the post holder will both inform its development and utilise to ensure effective reporting and tracking of project progress.
- The post holder must employ project management methodology to develop the various redesign programmes, including developing robust initiation plans and timescales for delivery, ensuring project controls are in place and effectively used.
- Ensure a risk and issues register is kept and that appropriate and effective records keeping and documentation systems are in place.
- Ensure accurate and timely reporting, recommending corrective action or alternative courses of action where necessary. As part of this ensure horizon scanning and likely impacts on the projects are clearly understood, assessed and mitigated as part of project planning.
- Participate in the dissemination and learning from the projects as part of spreading improvement across the organisation.
- Lead the development of project communications and engagement plans taking an equality impact assessment approach seeking specialist advice as needed.
- Ensure that key project resources are identified and recommendations made to support successful implementation working in conjunction with enabler leads and specialists.
- Following agreement of project initiation, the post holder will manage any identified project resources, and will be the authorised signatory to make payments against this budget.
- Lead on ensuring resource allocation is analysed and clearly presented through cost benefit analysis through project business case and parameters set that support improved value for money.

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- As part of project management, the post holder will be expected to assist in the organisation and co-ordination of the commissioning and procurement process to identify and work with a suitable provider to ensure the roll out of the services agreed as part of the redesign process. This will be done in conjunction with the NELCSU procurement team drawing on relevant expertise such as finance and acute contracting team.
- Ensure clear potential benefits of change are established, tracked and realised and key deliverables are produced and implemented. This will require close working with relevant contracting teams and commissioners to establish appropriate commissioning intentions, service specifications and performance management frameworks sufficient to ensure objectives are met and sustained by providers.
- To research best practice and evidence from elsewhere to inform work and keep up to date with policies impacting on role. As an expert Project Manager, to also maintain best project management practice and training.

Change Management / Service Redesign

- To act independently to analyse processes that currently exist so that service redesign can be successfully implemented. Dependent on the complexity of these processes, the post holder will formulate and implement appropriate actions and solutions.
- Lead on policy and service development within agreed service redesign programme portfolio. Support the organisation to horizon scan a for new initiatives and opportunities to support advancing project plans and delivery going forward.

Communication

- To interpret and present a range of complex issues and sometimes contentious information on the implications of and about the various clinical areas which will be redesigned to a wide range of internal and external stakeholder audiences.
- It will be necessary for the post holder to communicate policy and process change in order to successfully develop redesign programmes. This will have a major impact on the delivery of clinical services, so has the potential to be emotive and challenge projects. It will therefore be necessary for the post holder to have exceptional project management, facilitation and negotiation skills in order to manage strong opinions and processes and incorporate them into the outcomes required for effective service redesign

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1. Key Working Relationships

Internal

- CCG staff, particularly in close team and others in the Commissioning Directorate, System Intelligence, Business Support and Governance, Engagement and Commissioners (Joint, Community and Acute).
- Staff within the North East London Commissioning Support Unit (NELCSU) who support functions of the CCG.
- Close working with local GP commissioning leaders, GP practices and other clinical staff in Lewisham
- Primary Care contracting team
- Public Health

External

- London Borough of Lewisham
- Local Voluntary and Community Groups
- Patient representatives
- Counterparts across other CCGs.
- Service providers, both clinicians and managers, particularly at Lewisham and Greenwich Healthcare Trust and King's Health Partners (GSTT, Kings)

GENERAL DUTIES AND RESPONSIBILITIES

2. Mobility

The post-holder is contracted to work at any appropriate south east London CCG office as necessary for the delivery of the functions of this role.

3. Confidentiality

In the course of your employment you will have access to confidential information relating to the CCG's business, patients, the STP and its staff. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisation's interests. Information which may be included in the category which requires extra consideration covers both access to the general business of the CCGs and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your Line Manager before communicating such information to any third party.

Confidential information should always be treated according to the CCG's rules on confidentiality. Any inappropriate disclosure may be subject to the CCG's disciplinary procedures.

4. Information Governance

CCG staff must keep up to date with the requirements of Information Governance and must follow CCG policies and procedures to ensure that CCG information is dealt with legally, securely, efficiently and effectively. Staff must appropriately manage all of the Information they handle during the course of their employment with the CCG, making the information available for sharing in a controlled manner, subject to statutory requirements and the CCG Information Governance Policy, and formal Information Sharing arrangements.

5. Raising Concerns

Staff may on occasion have genuine concerns about healthcare matters and consequently the CCG endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary using the CCG's 'Raising Concerns (Whistleblowing)' policy.

6. Records Management

As an employee of the CCG, you have a legal responsibility for all records you work with e.g. patient records, financial records, personal, administrative, etc that you gather or use as part of your work within the CCG. The records may be held in a variety of formats such as paper, electronic, microfiche, audio and video tapes, etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

7. Data Protection

The CCG is registered as a data controller under the Data Protection Act 2018/General Data Protection Regulations. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act and Regulation. As an employee of the CCG you have a legal responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act and the General Data Protection Regulations then you must contact your Line Manager.

8. Health and Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under the CCG's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

9. Infection Control

CCG staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with

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current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the CCG.

10. Financial Regulations

All staff are responsible for the security of the property of the CCG, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.

11. Safeguarding Children & Vulnerable Adults

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Compliance with mandatory and statutory training requirements is an essential requirement of all employees.

12. Risk Management

Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Responsibilities of staff with regard to risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities.

13. Code of Conduct

The Department of Health's Code of Conduct for NHS Managers has been adopted by the CCG for all Director-level and senior management posts. This requires the post-holder to comply with the Code and for his/her actions to demonstrate a commitment to the Code. In particular, the post-holder must:-

- a) make the care and safety of patients his/her first concern and act quickly to protect patients from risk;
- b) respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- c) be honest and act with integrity;
- d) accept accountability for his/her own work, the performance of those he/she manages and of his/her own organisation;
- e) Demonstrate his/her commitment to team working by co-operating with all his/her colleagues in the NHS and in the wider community.

14. Acceptance of Gifts and Hospitality

The conduct of staff in the public service should be scrupulously impartial and honest and in this context, any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

15. Equality and Diversity

The CCG is committed to ensuring equality of opportunity for all irrespective of their age, colour, creed, ethnic or national origin, marital status, nationality, physical or mental disability, race, religious belief, sex, transgender, sexual orientation. Include all protected characteristics.

16. Use of new technology

The CCG is making increased use of computer technology. The majority of employees (both clinical and non-clinical) are expected to use automated information systems in their work in order to improve quality and co-ordination of services, to enable faster and more certain communication. Necessary training will be provided. Compliance with the Data Protection Act 1988, Information Governance and the relevant Computer Usage Policy is expected.

17. Civil Contingencies Act 2004

All staff will note the Organisation's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004).

18. No Smoking

Smoking by staff, patients and visitors, will not be permitted anywhere on CCG premises.

19. General

- The post holder may be required to work at any of the CCG's sites in line with the service needs.
- Create, maintain and enhance effective working relationships, both internally and externally
- This job description provides an outline of the tasks, responsibilities and outcomes required of the role. The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff have a responsibility to participate in the CCG's Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Person Specification

Integrated Commissioning Manager – Band 8A

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable	Assessment Method
Education / Qualifications Educated to masters level or equivalent level of experience of working at a senior level in specialist area. Evidence of continued professional development Has attained Prince 2 Foundation Qualification or equivalent	✓ ✓ ✓		
Experience & Knowledge Knowledge of QIPP and the benefits to be realised across health services Knowledge of the commissioning cycle and processes to effect changes in services through commissioning Demonstrated experience of co-ordinating projects in complex and challenging environments; Significant experience of successfully operating in a politically sensitive environment Experience of managing risks and reporting; Experience of drafting briefing papers and correspondence for a senior audience;	✓ ✓ ✓ ✓ ✓ ✓		

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<p>Experience of monitoring budgets and business planning processes;</p> <p>Demonstrated experience in a Healthcare environment</p> <p>Experience of setting up and implementing internal processes and procedures.</p>	√		
<p>Skills and Abilities</p> <p>Ability to analyse very complex issues where material is conflicting and drawn from multiple sources;</p> <p>Numerate and able to understand complex financial issues combined with deep analytical skills;</p> <p>Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement</p> <p>Comprehensive knowledge of project principles, techniques and tools, such as Prince 2</p> <p>Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required;</p> <p>Ability to provide and receive complex, sensitive and contentious information and present complex and sensitive information to large groups and senior stakeholders.</p> <p>Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly;</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		
Other			

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Ability to work as part of a team and work flexibly to provide support to other departments and teams as and when necessary	√		
Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales	√		
Tenacity: demonstrates high levels of self-belief, drive, enthusiasm and stamina to achieve goals and see things through	√		
Ability to work effectively under pressure	√		
Self-confident and motivated	√		

Assessment Method

A = Application	I = Interview	C = Certificate	T = Test
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