

South East London CCG

[to be branded]

JOB DESCRIPTION

Job Title:	Integrated Commissioning Support Officer
Band:	6
Department(s):	Lewisham Borough
Function:	Lewisham Adult Integrated Commissioning & CHC Structure
Responsible to:	Director of Adult Integrated Commissioning
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.

South East London CCG [to be branded]

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 a team to provide an efficient and comprehensive commissioning and administrative support to the Adult Integrated Commissioning team, including a support on a portfolio of contracts for the Integrated Commissioning Team, in particular the Mental Health Team.

The post holder will support the delivery of key projects and developments for the team across the CCG and Council, providing project management and support for a number of initiatives as well as key support tasks and commissioning processes.

The post-holder will support the co-ordination of events, undertake fact finding, and support commissioning, project and business co-ordination to achieve an effective, professional service.

The post holder will support the Tertiary Referral Panel (TRP) process on behalf of the team, including logging all referrals, preparing referrals for panel etc.

The post-holder will be expected to manage the electronic diary for the Director of Adult Integrated Commissioning, manage office systems including e-filing, formal NHS data returns and payment systems, handle post and draft responses as necessary, co-ordinate and minute formal and informal meetings.

1. Duties and Responsibilities

- To act as an effective member of the Adult Integrated Commissioning Team working with different teams developing productive and proactive working relationships in co-ordination in the joint service and partner organisations.
- Providing support to all commissioning activities, as required, for the Adult Integrated Commissioning Team, mainly in the mental health team.
- Support the Tertiary Referral Panel (TRP) process by managing all referrals, logging all referrals, prepare the paperwork, monitor the TRP email inbox, take minutes and keep an action log.
- Support strategic planning, making adjustments as necessary.
- Support implementation of strategic and service improvement plans for commissioning strategies and any associated action plans, in accordance with the agreed priorities of the team
- Support the team to undertake and co-ordinate business as usual commissioning activity, which may include data analysis, project management of work streams, contract monitoring, service or pathway reviews.
- Support the development and implementation of specified projects, as identified by Senior Commissioning Managers, including obtaining, analysing and reporting on complex activity and finance information.
- Supporting delivery of key transformation projects, this will include taking action notes, undertaking the actions, co-ordination of the projects and so on.
- To manage the administration on behalf of the mental health team, such as managing logistics for scheduling meetings, including preparing relevant agenda and papers and ensure they are distributed in a timely fashion and rooms are booked and prepared as needed.
- Manage and organise office systems for the Director of Adult Integrated Commissioning including managing diaries, brought forwards, arranging and prioritising meetings, advising relevant staff of changing commitments and conflicting pressures.
- Undertaking invoice management, including coding and processing, and supporting the management of budgets.
- Undertaking the process of non-contracted activity including validation and keeping a log of all activity for the borough.
- Support the CCG and Council in helping Lewisham to become a Dementia Friendly Borough by supporting the Dementia Action Alliance.
- Co-ordinate responses from the service to Councillors, Borough Based Board and CCG Governing Body enquiries, submissions to boards and committees.
- To be able to develop and manipulate Excel spreadsheets and prepare PowerPoint presentations as required.

South East London CCG [to be branded]

- To be responsible for maintaining stocks and order stationeries within the team.
- Work without direct supervision, using own initiative and prioritising effectively with good judgement.
- To support the CCG and Council office functions developing an understanding of the systems and responsibilities of the CCG and Council to effectively carry out duties.
- To undertake any further business as usual tasks as per business requirements

3. Quality and Performance Management

- Through collaborative working with colleagues from within the CCG, council and providers, to ensure the CCG is delivering on the required national and local performance measures.
- Work closely with the commissioning, performance and quality teams to ensure monitoring and management of provider performance against agreed milestones, trajectories and targets, results in effective action at CCG level.
- Maintain up to date information and data regarding all aspects of the service area improvement/development phases and implementation in order to provide regular reports on current position, progression, performance, and accountability as required

Key Working Relationships

Internal

- CCG and London Borough of Lewisham Senior Managers
- CCG and London Borough of Lewisham Heads of Teams and staff
- Integrated Commissioners and other staff at Borough based CCG and London Borough of Lewisham
- PA/Business support staff at CCG and London Borough of Lewisham
- Legal, HR and related support services within the CCG and the London Borough of Lewisham

External

- To act as contact for providers and voluntary community sector and statutory partners
- Local Commissioned providers
- Senior Managers, clinicians and staff at Mental Health provider trusts, particularly SLaM
- Other NHS organisations including, GPs, District Nursing Teams, PALS teams
- Third sector organisations, service users/patients and carers.
- Local organisations and residents of Lewisham

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 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.

South East London CCG [to be branded]

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.

South East London CCG [to be branded]

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.

South East London CCG
[to be branded]
Person Specification

Integrated Commissioning Support Officer – Band 6

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 Post-graduate diploma level in relevant subject or equivalent level qualification or significant experience of working at a similar level Evidence of continued professional development	 √ √		A/I
Experience Experience in commissioning support and managing a portfolio of contracts Experience stakeholder management Experience of complex diary management Experience of working in a complex, multidisciplinary environment Experience of working to tight deadlines and managing own time Significant experience of successfully operating in a politically sensitive environment Experience of drafting briefing papers and correspondence at executive/board level	 √ √ √ √ √ √ √		A/I

South East London CCG

[to be branded]

Experience of monitoring budgets and business planning processes	√		
Skills and Abilities			A/I
Advanced knowledge of Microsoft Office.	√		
Good numeracy skills and analytical.	√		
A good understanding of the health and social care environment and roles and responsibilities within it	√		
Experience of NHS policy, commissioning, funding mechanisms	√		
Ability to draft correspondence			
Ability to prioritise tasks, seeking guidance as required	√		
Excellent organisational skills	√		
Confident – able to deal with individuals at all levels and in challenging situations	√		
Knowledge of NHS commissioning and related policies and frameworks including the Operating Framework, Payment by Results, national contracts, patient choice, performance frameworks	√		
Knowledge and understanding of contract activity and financial information	√		
Other			A/I
Tactful, discreet and diplomatic	√		
A flexible can-do approach	√		
Team player	√		

Assessment Method

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