



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Continuing Healthcare Commissioning Support Officer

GRADE: Band 5

RESPONSIBLE TO: Joint Commissioning Lead

RESPONSIBLE FOR:

The purpose of this role is to deliver an effective, competent and professional level of administration support to the Joint Commissioning Team and consistently deliver a quality-focused service which promotes good customer service and effective working relationships.

This role requires a highly self-motivated and enthusiastic individual to provide administrative services including preparation of agendas and minutes, taking appropriate follow-up action as required, supporting the team with the management of projects, gathering information and undertaking enquiries wherever necessary for the Continuing Healthcare (CHC) lead.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by the line manager.

The post holder will be a member of the Joint Commissioning Unit.

Overall Objectives of the Post:

Main elements to the role:

- Support the administration of the CHC Team and provide an efficient and effective support service. To take responsibility for the administration and management of information entered on to the Continuing Healthcare/Complex Care database.
- Act as point of contact for all forms of communication directed to the CHC Operational Lead and Individual Commissioning Nurses. The post requires excellent organisational skills, accurate recording and a sound knowledge of client databases.
- To take responsibility for the administration and management of the complex and sensitive information entered on the database on a daily basis, and be accountable for own actions.
- To develop a range of procedures and practices to maintain a working system for the monitoring and reviewing of all clients eligible for Funded Nursing Care (FNC), Continuing Health Care (CHC), Joint Packages and S117.
- To ensure commissioned services accurately reflect the needs of individuals, required dates, costs and budget codes for authorisation and payment.
- To provide general administrative support to the Joint Commissioning Unit.

Key Tasks of the Post:

Key Duties/Responsibilities:

- To ensure that databases are maintained and accurately represent current levels of eligibility and financial commitment at any point in time.
- To ensure all relevant parties, including individuals and families, are informed of outcomes within required time limits.
- To support with diary management and meeting schedules.
- To take formal minutes and agreed actions in meetings and workshops.
- Use of various ICT packages and health and social care databases.
- Provide initial point of contact for all forms of communication (including telephone enquiries) using judgement to establish the validity and priority of the contact, and give non-clinical advice and information to clients' relatives, carers and professionals involved.
- Frequent exposure to distressed and/or aggressive enquirers, providing reassurance, help and advice to relatives, carers and other professionals, remaining sympathetically professional at all times.
- Receive and record all referrals, organise relevant patient appointments as directed by clinical staff and in conjunction with Government guidelines, securely exchange confidential and sensitive information.
- To provide and receive complex confidential information of a sensitive and contentious nature from staff, carers and professionals, using careful negotiation and persuasive skills, whilst maintaining good working relationships in the best interest of the client/patient. Plan, develop and implement new data systems and spreadsheets as required by senior management in response to Government led directives.
- Ensure that review lists are maintained in an accurate manner and kept up to date at all times, keeping the Nursing Team fully informed of any changes to the client base.

To support the development of an effective, efficient process, you will:

- Develop effective, collaborative relations with care service providers and be aware of any potential contractual issues.
- Support the team to write and update policies:
 - To implement new and revised processes and procedures as directed.
 - To ensure compliance with financial controls and quality assurance arrangements as appropriate to the post, and with all approved policies.
- Identify and respond to potential safeguarding concerns.
- Manage daily operational queries including those of a complex or potentially contentious nature in a way that is customer focussed and promotes positive outcomes.
- Recognise the considerable risks and issues which need to be sensitively and professionally managed when putting care arrangements in place.
- Manage and update variations to care and support packages.
- Have discretionary powers of short term agreement and decision-making in the absence of Commissioning Officers responsible for care services contracts.
- Establish and maintain positive links with all Health, Social Care and Finance staff, and Integrated Teams.

To manage accurate information in the Liquid Logic Adult System (LAS) to inform authorisation processes and ensure accuracy of provider payments and client contributions. You will:

- Collect information on the number of CHC, FNC, Joint Packages, and s117 care packages required per week, including the numbers and other useful management information.
- Check information to ensure systems data is accurate, including care plan details, all start and end dates, unit costs and funding details.
- Ensure all financial information accurately reflects arrangements made with care providers to ensure provider payments and client contributions are accurate.
- Ensure details regarding Continuing Health Care Funding are appropriately recorded in line with LAS requirements.

To provide project delivery support to the Joint Commissioning Unit. You will:

- Assist in the coordination and organisation of the Unit's planning processes, including maintaining records, organising meetings, updating plans, and maintaining other office and team systems.
- Provide advice and guidance or signpost colleagues, partners and commissioned providers with regard to general queries.
- Assist with partner, provider and service user engagement activities.
- Complete and submit monitoring forms and returns, including those to external bodies.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: SG/CL

Date 14.06.18