**JOB DESCRIPTION**

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| **Post Title: Service Review Practitioner (Integration)** | | **Director/Service/Sector: Public Health** | | **Office Use** |
| **Grade: Band 11 or 12** | | **Workplace: County Hall** | | **JE ref:**  **HRMS ref:** |
| **Responsible to: Director of Public Health** | | **Date: 31.5.18** | **Manager Lever:** |
| **Job Purpose:** The post holder will be an experienced professional, who will undertake a review of the community based health and social care services which contribute to health outcomes for Children and Young People (CYP) 0-19 years (and up to 25 years for those with Special Needs). To identify and explore opportunities for integration and better alignment of services. | | | | |
| **Resources** | Staff | No direct line management however project management supervision for staff in training who may contribute to project outputs | | |
| Finance | | Contribute to the efficient and effective running of the team, including financial management of specific projects. | | |
| Physical | | Day to day responsibility for allocated resources, PC, office equipment etc and maintenance of information | | |
| Clients | | Meet service users to hear about their experiences, sensitive health data, | | |
| **Duties and key result areas:**  The specific aims of this review are to:   * map and complete an accurate and detailed service review of the current provision considering the strengths, weaknesses, opportunities and threats associated with each element * focus on leadership and partnership approaches as well as the processes leading to integration of services and care * consider opportunities for aligning any of services commissioned by the LA and CCG into the overall delivery mechanism moving forward. * consider opportunities for aligning any of services provided by NHS Trusts and the LA into the overall delivery mechanism moving forward.   Services are currently delivered through a number of commissioning arrangements involving Northumberland County Council (NCC) and NHS Northumberland Clinical Commissioning Group (CCG). In order to enable effective integration we recognise the need for a coordinated network of health, public health, social care and local authority services which eliminate gaps in provision, reduce duplication and achieve greater economies of scale in order to be more responsive to the needs and views of service users. A Section 75 agreement between NCC and Northumbria Healthcare Foundation Trust is in place for 0-19 Integrated Public Health Services covering a three year period which includes Health Visitors, School Nurses & CYP Substance Misuse specialist providers supported by Community Staff Nurses, Community Nursery Nurses, Healthcare Assistants and Administrators.  Other health services which contribute towards CYP health outcomes include:   * Health services in Special Schools and for children with Special Educational Needs and Disabilities (SEND) within Northumberland, mental health services and support for children with Long Term Conditions and Speech and Language Therapies (SALT). * Elements of Children’s Social Care, Early Years Education and Sure Start Children’s Centres which contribute to the child health outcome agenda * Elements of the Integrated Wellbeing Service (IWS) which contribute to the child health outcome agenda * Services supporting health outcomes in educational settings, including Youth Services   (Services commissioned by NHSE are outside the scope of the review).  The post-holder will be expected to:   * Gather and interpret large amounts of varied and highly complex information from a variety of sources. Collate and analyse the information,assessing key themes and emerging issues. This information will identify potential solutions, recommendations and budget allocations for long term strategies which will change service delivery for Northumberland residents. * Provide clear contextual information illustrating the operating environment for services,including some elements of needs assessment for services, financial data and current judgements on performance * Review and make recommendations, taking into consideration risks, resources, quality, outcomes and time, regarding the effectiveness of the service and where improvements could be made based on evidence. Where the Reviewer is expressing personal opinion based on experience then it should be clearly stated * Provide detailed benchmarking information to offer clear comparisons of the quality and cost of services provided by similar Local Authorities * Engage with local people and service users to hear about their experiences, this at times, could be emotionally demanding. Work with service users to identify co-produced solutions * Gather and present the views of a representative sample of workers within the service * Gather and present the views of key partner agencies that link to the services provides * Explore mechanisms to share individuals’ data where this improves the quality and safety of care and support through shared decision making * Work with key stakeholders, such as commissioners for children services, nurse lead/modern matrons, Directors and senior managers of provider services, HR staff, specialist team leaders, Children Centre Sure Start staff, clinical workforce, safeguarding leads, primary care practitioners, service users   The Reviewer will be expected to produce a detailed Project Plan as outlined below.  The key outcomes of the review which include:   * A detailed, objective, evidence-based review to consider the impact that differing commissioner/provider arrangements have on the effective delivery and cost of providing services as well as considering the operational implications of a change in existing delivery mechanisms in order to inform future decision making. * To provide a clear and concise written report of all findings including an evidence based and independent recommendation. * To provide an action plan detailing how recommendations can be implemented in the event of a change and considerations of any risks associated with this course of action. * To present interim and final review findings to the commissioning organisation.   The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | |
| **Work Arrangements** | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | **Car Driver essential and may be required to travel independently across Northumberland and nationally to to attend meetings.**  **Full or Part time considered**  **Office based** | | |

**PERSON SPECIFICATION**

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| **Post Title:**  **Service Review Practitioner (Integration)** | **Director/Service/Sector: Public Health** | Ref: |
| **Essential** | **Desirable** | **Assess**  **by** |
| **Knowledge and Qualifications** | | |
| **Educated to Masters degree level or equivalent level with experience in a relevant subject**  **Specialist Post graduate knowledge, training in several disciplines including clinical governance, quality, information governance, patient experience methodologies and clinical risk management underpinned by theory and experience.**  **Management qualification or significant relevant equivalent experience.**  **Knowledge of the current quality improvement and patient safety agenda**  **Knowledge of change management methodology**  **Evidence of post qualifying and continuing professional development**  **ECDL or proof of ability in Word/Microsoft office** | **Professional knowledge of community care management acquired through specialist training, or equivalent community**  **experience**  **An appreciation and understanding of the current policy relating to children’s social care**    **Knowledge of Practice Development Methodology**  **Project Management qualification**  **Teaching/Training qualification**  **Health Economics training at masters level**  **Leadership Qualification**  **Experience in Google Suite** | a & i |
| **Experience** | | |
| **Highly developed specialist knowledge, underpinned by theory and experience**  **Professional credibility in field of previous practice**  **Significant post qualification experience with experience of working in a variety of settings across the health economy with recent experience of working at a senior level within a healthcare environment**  **A track record of leading change or taking a key role in service improvements**  **Recent experience of setting and monitoring quality standards and outcome measures to drive continuous quality improvement.** | **Working with local government/elected members**  **Project Management Experience** | a & i |
| **Skills and competencies** | | |
| **Ability to provide, receive and present highly complex, sensitive or contentious information to professional groups**  **Excellent written and verbal communication skills**  Advanced presentation skills including the ability to present complex, sensitive or contentious information to large groups to Board level, and non-specialists.  **Requires advanced negotiating, persuasive, motivational, reassurance skills**  **Teaching and presentation skills**  **Strong analytical & judgmental skills in order to interpret complex facts and comparison of a range of options**  **Driving, keyboard skills/ skills needing accuracy and/or speed required for relevant practice**  **High levels of concentration for writing reports, meetings, assessment, interruptions to deal with service issues**  **Self starter and completer finisher**  **Self motivated, assertive, proactive and innovative**  **Ability to work within broad practice and guidelines, use discretion and initiative, due to limited access to manager.** |  | a & i |
| **Physical, mental and emotional demands** | | |
| Normally works from a seated position with some need to walk, bend or carry items.  Need to maintain general awareness with lengthy periods of enhanced concentration.  Contact with public/clients/ partners  Need to work on long-term projects over a lengthy period, but also have to deal with constant high level interruptions. |  |  |
| **Other** | | |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits