

Job Description

Title	Senior Manager Commissioning Contracts and Quality
Grade	EPO15
Reporting To	Assistant Director for Integrated Commissioning
JD Ref	C&C0035P

Purpose

Lead and manage a complex range of commissioning activity across the health and social care economy to ensure delivery of strategic outcomes and meet statutory duties linked to the development and maintenance of a robust and sustainable approach to the delivery of improved outcomes and performance within the Social Care and Health market.

Influence and shape the Health and Care market through the co-production of new models of care, reflective of national best practice and policies, to ensure responsive sustainable delivery that both delivers improved outcomes for the residents of Wirral and maximises best value; advising on appropriate interventions and support as required.

Influence quality assurance and contract support to maintain and improve quality and responsiveness of commissioned services for Health and Care, enabling services to drive improvement and raise outcomes for Adults through accurate, incisive and challenging data and performance management systems.

Influence positive outcomes for Wirral by participating and leading within the regional and national level, advising the Director for Health and Care, Assistant Director and senior management in partner organisations with regard to emerging national best practice developments and attend committees and boards as required.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.

Commissioning service specific duties & responsibilities:

- Develop new and revised commissioning strategies to support the sector, ensuring they are fully embedded and effective and achieving good outcomes.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.

Communication, Engagement and Training:

- Work in partnership with service leads across Health and Social Care as appropriate to embed a culture of continuous improvement and sustainable, responsive practice across commissioned services.
- Ensure the approach to commissioning activity, quality assurance, performance management and improvement develops the skills and confidence of commissioning leads, with the aim of supporting a routine and systematic approach to understanding impacts and outcomes that are required to manage and deliver high quality services.
- Ensure the Director, Assistant Director and health partners are informed and advised of key commissioning risk and activity with associated recommendations for mitigating action.
- Ensure the efficient and effective flow of information and activity to support the Strategic Hub, linked to existing and future governance arrangements.

Data Analysis and Decision-Making:

- Review national policy, procedure and best practice in order to determine if new policy and / or changes are required within the organisation and across the community care sector.

Performance Management:

- Embed performance outcome measures across the Health and Care market, linked to effective resource management.
- Ensure performance intelligence for the market is accurate, timely, accessible, analysed and used as a tool for action on improvement at all levels, including elected members. Preparing complex reports across the Health and Social Care economy and Community Care market; dissecting complex information for use of all parties to enable decision making and longer term policy reviews.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Maintain up-to-date knowledge of statutory responsibilities alongside policy and professional developments at a national and regional level in order to provide expert technical and professional advice to elected members, chief officers, senior managers and the community market to ensure that the Strategic Hub meets its ambition to provide the highest quality of care and support for Wirral residents.

Other:

- Any other duties commensurate with the grade.



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Role Specific Knowledge, Experience And Skills

Qualifications

- Degree level qualification in a related field of expertise e.g. Degree in Social Work; degree in Public Service Commissioning or equivalent.
- Evidence of post graduate level continuous professional development in an appropriate field
- *Desirable - Management qualification ILM level 5 or equivalent or working towards.*

Knowledge & Skills

- Substantial up-to-date knowledge of professional social work practices and the law.
- Insightful understanding of the journey through all social care services, including early help and prevention.
- Sound knowledge and understanding of relevant legislation and statutory requirements relating to vulnerable adults
- Excellent oral and written communication skills to deliver clear, fluent, concise and audience-appropriate communications.
- Tenacity in responding to challenges, able to persevere in finding collaborative solutions to problems.
- Able to deploy strategies to engage key partners in developing and supporting performance management and practice improvement across services for Vulnerable adults
- Sound understanding of the equalities implications of council decision-making processes to effectively challenge disadvantage and persistent gaps in outcomes.
- Knowledge of information governance requirements and the potential impact on performance management in a multi-agency context.
- Highly proficient ICT skills.
- *Desirable – Knowledge of Liquid Logic social care case management system.*
- *Desirable - Accredited Project Management skills such as Prince2, Association of Project Management (APM) Project Management Qualification (PMQ) or Project Professional Qualification (PPQ), or equivalent*

Experience

- Substantial experience of successful leadership and management at a senior level in a vulnerable adults social care setting.
- Recent experience of leading or managing a performance or quality assurance function in adult's social services that led to measurable improvements in practice.
- Successful experience of working flexibly with internal and external partner agencies to achieve overall team and service goals.
- Successful experience of logically interpreting and drawing meaning from a wide range of quantitative and qualitative intelligence, producing reports in a variety of formats that are clear, concise, fluent and jargon-free.
- Successful experience of communicating effectively in a range of contexts, delivering concise, engaging and accurate information to a range of audiences, adapting style and needs to audience as appropriate.
- *Desirable - Experience of commissioning across organisations in a multi-agency context.*



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Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Lone working
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Vocational Driving
- Exposure to persons with challenging or aggressive behaviour

Approved By: Jayne Marshall, AD Integrated Services & Commissioning

Date Of Approval: 9th October 2024



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