

Role Profile

Job Title:	Children's Commissioning Officer	Grade:	10
Department:	Adults' Services	Post no:	
Directorate:	Adults, Children and Public Health	Location:	Perceval House

Role reports to:	Children's Commissioner
Direct Reports:	
Indirect Reports:	n/a

JOB DESCRIPTION

PURPOSE OF ROLE:

The Children's Commissioning Officer will take a lead role in the development and ongoing commissioning of a full portfolio of services relating to the care and wellbeing of vulnerable children within the London Borough of Ealing and support for families who need care and support in the community, ensuring that commissioned services are evaluated and meet the needs and outcomes of children and young people in the borough. This includes providing commissioning support to the 0-19 Healthy Child Programme Service contract.

Working with colleagues in Children's Services, Adults' Services, Public Health and the Clinical Commissioning Group, the commissioner will be responsible for supporting a wide-ranging programme of commissioned services. This will include the contract management and performance monitoring of providers, and managing compliance with the Council's service standards.

The Children's Commissioning Officer will be responsible for managing personalised end to end commissioning processes, across the whole cycle, and of delivering, sustaining and improving service delivery. The role will focus on personalisation and provide regular input and engagement with key stakeholders and reflect the needs and wishes of those the service is established to service. As an effective communicator and relationship builder, you will be as comfortable and effective speaking with and listening to individuals and families as you will be implementing various technical commissioning, procurement and finance processes.

The post holder will work with Public Health and other partners to reduce inequalities in service access and outcomes across the 0 to 19 pathway. The role deputises and advises two Children's Commissioners in relation to commissioning issues, as required. As part of an integrated commissioning team the post will also provide reports to the Clinical Commissioning Group as required.

KEY ACCOUNTABILITIES:

- Work with public health and other stakeholders to monitor changing needs of children and young people within the JSNA and evaluating current service delivery to inform commissioning of future services to ensure they remain responsive to changing policies and needs.
- Keep abreast of national policy, legislation and best practice and reflecting these in the setting and monitoring of contract standards for children and young people's services.
- Contribute to all relevant strategic, transformation and joint commissioning plans using evidence based on best practice and best value, knowledge of local and national targets and funding streams, and delivering the modelling of demand and capacity to inform transformational change.
- Working with colleagues in procurement, legal and finance, provide effective and efficient delivery of commissioning and procurement across Children's Services and Public Health, in line with legislative requirements, and working with service providers to develop the market to meet changing needs.
- Develop comprehensive specifications reflecting policy, best practice and local need and prepare contracts to reflect performance requirements, and in accordance with Council governance procedures.
- Establish and maintain effective contract monitoring to measure progress against key national and local performance targets, reporting issues to Children's Commissioning as appropriate and instigating remedial action in areas of under-performance.
- Support the delivery of the 0-19 Healthy Child Programme Service (health visiting, school nursing and Family Nurse Partnership) contract to ensure delivery of agreed outcomes.
- Work with colleagues to ensure an integrated approach to commissioning and contracting children's health and social care services.
- Actively seek, gather and collate timely feedback from residents and service providers to drive continuous improvement within the service.
- Ensure that effective communication is developed and maintained with all key stakeholders including strengthening and sustaining support mechanisms such as integrated partnership groups and networks.
- Ensure effective financial value is achieved in the delivery of commissioned services, considering national and local policy frameworks and the financial obligations of the NHS and Local Authority.
- To attend and input into commissioning focused partnership meetings with relevant partners including statutory and voluntary sector partners and other Council departments,
- To be responsible for developing a robust contract & performance monitoring procedures and its implementation, so service improvement and remedial decisions can be made in a timely and targeted fashion, and so the service can meet its reporting requirements to relevant stakeholders.
- To monitor compliance, performance and quality information, and other information used to inform reviews of providers.
- To be responsible for organising contract & performance monitoring meetings with providers, keeping record of contract or performance issues and resolving these at the first stage.

- Foster positive internal relationships across the directorate and organisations to identify opportunities to collaborate, maximise the use of resources and improve service delivery, particularly in relation to commissioning from the voluntary and community sector.
- Prepare reports for the Council, the CCG, partnership boards and external bodies as required.
- Provide expert advice to other colleagues in the Council, the CCG and service providers in relation to commissioning services to meet the needs of children and young people.
- Carry out duties with due regard to the Council's Equal Opportunities Policy and national legislation.
- Undertake other duties and responsibilities of a similar professional nature and at a similar responsibility level to those described above which might be allocated from time to time.

KEY PERFORMANCE INDICATORS:

- National Indicators for Children's Social Care; in particular, those focused on service delivery targets for specific client groups.
- National Targets for NHS, in particular those focussed on client group-based services.
- Shared national indicators, such as Transforming Care for People with Learning Disabilities/Autism and Challenging Behaviour, and the SEND requirements and national policies for young people in relation to Substance Misuse
- Local indicators, in particular those embedded in contractual arrangements and service re-design initiatives, as well as Local Authority and NHS corporate requirements.
- Service user and resident satisfaction.
- Service user complaints handling.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

London Borough of Ealing

- Children, Adults and Public Health Senior Leadership Team and colleagues in this and other corporate departments

NWL CCG

- Members of Senior Leadership Team and colleagues
- GPs and other clinical leads in CCG Executive

NHS Trusts

- Senior Leadership team and colleagues

NHS England – London Office

- Senior Leadership team and colleagues

Other

- Service providers
- Voluntary sector and community groups
- External organisations and funding bodies such as London Councils, NWLCCG, other local authorities, the Big Lottery, Government and the GLA

- West London Alliance, Strategic Partnership and Contract Management Boards
- Trades Unions (esp. UNISON and GMB)

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Input into JSNA chapters relating to Children and Young People
- Responsible for supporting delivery of local strategy in response to legislation and national policy direction, emerging needs, performance and value for money issues.

PERSON SPECIFICATION

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. Good practical knowledge of legislative, social and economic issues relating to health and social care services for children and young people and their families.
2. Proven experience of the commissioning process (needs and gap analysis, procurement, contract management and review), including knowledge of procurement rules and legislation.
3. Proven experience of evaluating services to ensure that specified service outcomes are being met and of addressing under-performing services.
4. Strong written and verbal communication and presentation skills with the ability to communicate successfully at all levels to a variety of audiences.
5. A good understanding of demographic profiling, health inequalities and health and social care issues in a diverse community.

ESSENTIAL QUALIFICATION(S), EXPERIENCE & REGISTRATION (e.g. HCPC)

6. Educated to Degree level or equivalent level of experience of working in a specialist area.
7. Evidence of successful strategic implementation of service delivery partnerships within the Children's commissioning services context or similar environment.
8. Proven experience and ability to assess risk whilst effectively developing services and strategic priorities including formulating and implementing control measures in service provision and of delivering evidence based and measurable outcomes for service users and carers through the commissioning of services.
9. Proven experience of developing and implementing robust monitoring and performance management systems for quality and reporting, inclusive of processes to continuously develop people and services.
10. A proven track record of working and communicating effectively with a wide range of internal and external bodies to achieve corporate and service objectives of a comparable organisation.
11. Demonstrable experience working effectively within a political environment, providing clear, balanced advice and guidance on strategic issues that achieve the corporate and service objectives of the organisation.

CONTEXT OF THE ROLE

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

The role holder will:

- Support the delivery of the Council's priorities, consistent with the principles of delivering the best results for residents. Deliver a high-quality service by making the best use of collective resources and continuously improving the performance and efficiency of services. Intervene in problems early and propose sustainable local solutions, prioritising work that impacts service delivery to improve life for residents.
- Create and maintain an organisational culture that is in line with the organisational values and behaviours.
- Carry out all responsibilities in line with health and safety at work, employee code of conduct, data protection, equalities and diversity and customer service policies of the Council. These are defined in Council commitments, agreed Service Plans, Community Strategies and in accordance with all Council standards and procedures.
- Ensure all processes comply with the Council's governance mechanisms including, but not limited to, audit, procurement, risk management and financial regulations.
- Where relevant, ensure that contractors and other partners/suppliers operate in accordance with legal, financial and statutory requirements and comply with Health & Safety legislation.
- Deliver services in line with budgetary targets, ensuring the efficient and timely completion of the budget accounts process.
- Ensure that all customer queries, Members' and MPs' enquiries, and Ombudsman complaints are dealt with in a timely manner, dealing with more complex correspondence when required. Encourage staff to record and report complaints, so that policy, procedural and training issues can be identified and acted upon.
- Carry out other additional duties and responsibilities from time to time to a high standard.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

Values & Behaviours

Improving lives for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards