

LONDON BOROUGH OF

HACKNEY



**POST TITLE:** Adults Commissioning Reviews Team - Senior Practitioner

**DIRECTORATE:** Adults, Health and Integration

**SERVICE:** Adults Commissioning

**GRADE: PO4**

**LOCATION:** Within the London Borough of Hackney (and as directed)

**RESPONSIBLE TO:** Commissioning Reviews Team Manager

**PURPOSE OF THE JOB:**

1. Ensure that placements continue to meet the assessed needs of individuals placed and

that they meet expectations in terms of quality of service and cost effectiveness.

2. Undertake reviews of individuals in all commissioned services, ensuring that six key

elements are part of all reviews:

(i) that the assessed needs of the individual continue to be met;

(ii) that the views of the service user, their formal representatives and family are

core to the review process;

(iii) arranging transfer to alternative services if needs warrant change;

(iv) ensuring that the service provided is of consistent quality;

(v) that the service safeguards the individual

(vi) that it continues to be cost effective and an efficient use of resources in meeting the

needs of the individual and the Council’s objectives.

4. Ensure that reviews are strengths based, assessments are in accordance

with the principles of the Care Act and are conducted under the guidance and

supervision of the Senior Practitioner.

5. Where support plans require changes work with relevant colleagues to

draw up a new outcomes based support plan and assist in the monitoring of established

plans to ensure that support is effective at maximising the individual’s independence

6. To further ensure that all commissioned provision is meeting required contracted

standards and outcomes.

7. To support and contribute to the delivery of an annual commissioning delivery plan

within a specific thematic area and to support ongoing commissioning and market

development for this thematic area.

**MAIN AREAS OF RESPONSIBILITY:**

The postholder will have lead responsibility and accountability for the following:-

1. Work effectively across the Department and with external organisations in undertaking an allocated work programme of Commissioning, Contracting and person centred reviews of individuals receiving care and support in commissioned and non commissioned services.

2. Support the development and delivery of an annual commissioning delivery plan for the thematic area, taking a lead role for specific areas of delivery and be accountable for the

delivery of these.

3. To proactively promote activities, resources and universal services including Telecare

where appropriate to improve health and wellbeing as part of the assessment and review of support plans and follow up to ensure that the information provided was satisfactory.

4. To work closely with key in-house stakeholders; financial affairs, care charges, QA, brokerage and commissioning teams as well as other teams within adult social care, health, ILDS and mental health colleagues to ensure positive outcomes are met.

5. Undertake the analysis/evaluation of commissioned services and produce recommendations for the adults commissioning and service management team around future activity.

6. Undertake analysis to identify gaps in services and identify specific needs for services or support within the population and ensure robust evidence is available to inform future commissioning intentions — based on need.

7. Support commissioning and market development activity for the thematic area, taking a lead role on particular activities or projects as required. This will include:

a. market engagement/warming activity,

b. managing the decommissioning process where required,

c. managing the mobilisation of new services (and managing provider performance

against the spec during this mobilisation period)

d. user consultation and engagement, specific to the thematic area

8. Ensure that individuals’ needs and desired outcomes are fully met and action taken

where necessary to ensure this through the process of an individual review; ensure the

individual, their representative and those providing their care are fully engaged in the

review process.

9. Planning and supporting the process of move to alternative provision where assessed needs arising from reviews indicate that the persons assessed needs could be met in

another environment and ensure this is done in a sensitive way.

10. Contribute to the delivery of quality services to individuals through providing feedback from the review process and ensuring that actions for the individual or groups of individuals are planned and implemented.

11.Ensure that individuals are safe and protected from harm by identifying their assessed

needs, ensuring that an individual plan is in place to meet those needs and that any

vulnerabilities or risks are identified and managed.

12. Where a SGA concern is identified, to immediately report this as appropriate via the SGA procedure.

13. Where SGA investigations are undertaken with a provider service, provide support to the investigation process through review activity, as appropriate.

14. As part of the review and liaison with providers to contribute to ensuring that purchased

services continue to be cost effective and provide value for money.

15. Develop and manage relationships with key providers in relation to the delivery of services in the thematic area; to act as a point of contact for contracted suppliers in dealing with day to day contract compliance queries and to report to and liaise with the relevant lead commissioner

16. Undertake contract monitoring with designated providers, identifying quality concerns and working with providers to develop, implement and monitor quality improvement plans, supported by the Commissioner

17. To report to providers on the outcomes of regular checks, audits, feedback gained identifying key issues and areas for improvement.

18. To work collaboratively with service providers in ensuring compliance with contract

requirements, improving the quality of their services and acting on feedback from service

users.

19. To share best practice with colleagues and use market intelligence to support provider

development.

20. Ensure that all administration, recording keeping, and information management records are maintained and individual records are maintained and kept up-to-date

21. Safeguarding is everyone’s responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

22. Carry out duties with due regard to the Council’s Customer Care, Equal Opportunities,

Information Governance, Data Protection and Health and Safety policies and procedures.

23. Undertake any other duties commensurate with the general level of responsibility of this post.

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**Working Together**

* Liaise with other social work teams where services for service user’s children, their families and mental health problems are required. Have a Think Family approach at all times.
* Develop and maintain good working relationships with other locality, specialist teams and other professionals within Community Services, health colleagues, the Council, and other statutory, private and voluntary agencies.
* Ensure all documentation is accessible to relevant stakeholders and that service users are routinely kept informed.
* Contribute to team meetings, case reviews, and conferences, working groups and training courses as required.

**Decision-Making**

* To carry out reviews and reassessments in line with the principles of the Care Act and in partnership with appropriate professionals and to enable service users to take a strengths-based view of their support needs and maximise independence and risk enablement wherever possible.
* To facilitate the arrangement and purchase of support services arising from the Outcome –Focused Support plan in liaison with and reference to the Direct Payments and Brokerage teams where appropriate.

**Communication Skills**

* Able to communicate effectively, confidently and assertively whether in writing or when speaking. This will also involve presenting complex information sensitively and matched to the needs of the audience and in line with organisational policy and practice.
* Ability to put forward innovative solutions to address a care or support need which empowers the service user to become more independent.

**Personally Effective**

* Demonstrable ability to carry out work under their own initiative, in an organised fashion, managing their own workload and co-ordinating with colleagues as part of a team. In doing this they will be able to prioritise work under pressure, adapt their priorities to changes in demand and deliver to agreed deadlines.
* Demonstrates a personal and professional demeanour which generates credibility and confidence amongst staff, managers and other stakeholders.
* Able to acquire new skills with a strong commitment to continuous professional development within Hackney Adults Services.

**KNOWLEDGE AND TECHNICAL SKILLS:**

* Knowledge of the Care Act, the Mental Capacity Act and Safeguarding.
* Knowledge of current best practice including telecare within Adult Services.
* Good understanding of the needs of Adults at risk and those with a physical, sensory or learning disability and the impact this has on their ability to communicate and function.
* Understanding of the issues relating to the delivery of review, re-assessment and support planning for people within a diverse community setting and the range of solutions available to facilitate their independence.
* Working knowledge of a wide range of typical IT tools including database, word processing, email and spreadsheet applications.

**QUALIFICATIONS:**

* A current Enhanced Criminal Records Bureau assessment (tbc)
* A UK state registered degree in Social work, DipSW or CQSW
* Current registration with Social Work England

**TEAM:**

● To work effectively as part of a team and assist the Team Manager in setting the strategic direction of the team.

● To work with the Team Manager to promote the overall professional development of the team.

**OTHER DUTIES AND RESPONSIBILITIES:**

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* To maintain an up to-date working knowledge of policy and practice developments in Adults services as a whole
* To take responsibility for their own continued professional development and undertake training as required in order to maintain a high standard of performance.
* Deputise for the Team Manager, as required.
* Developing strategic plans with the team manager as required
* Staff supervisions as required
* Leading team meetings as required

***NB: All employees are expected to adhere to the Council’s Diversity & Equality and Health and Safety Policies.***



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| **SKILLS AND EXPERIENCE:** |  |
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| **Qualifications and Knowledge**   * Evidence of significant relevant CPD/or relevant professional qualification * Evidence of * Robust understanding of the role, regulations and operating environment for accommodation based services * Robust understanding of the process of placement review and the obligations of the department under CRAG and other relevant regulations * knowledge of the Ordinary Residence rules and guidance * Knowledge of Continuing Healthcare guidance * Knowledge of CQC regulations, policies and guidance * Robust Understanding of the policy, legislative and operating environment of health, social care, regulated services and the community and voluntary sectors * Robust understanding of requirements under the Care Act in regard to assessed need and meeting need. | A and I  A and I  A and I  A and I  A and I  A and I  A and I |

| **Experience**   * Undertaking person centred reviews of individual needs, assessing and identifying eligible needs and drafting effective person centred support plans * Demonstrable experience in relationship and strengths-based practice, working collaboratively with service users, their families and representatives * Reporting on service outcomes, developing and implementing action plans, ensuring non compliance corrective actions are implemented * Contributing to organisational compliance in placement review process regarding legislation,regulation and public body policy and procedures * Working within collaborative projects to deliver change, improvement, or efficiencies * Working with service users and customers to engage them in reviewing their needs and in gaining feedback * Using cost efficiency tools within reviews and successfully negotiating costs with providers. | A and I  A and I  A and I  A and I  A and I  A and I |
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