A body of water

Description automatically generated

Commissioning Services Manager

The Package

WESTERN ISLES



* To ensure, in accordance with Comhairle and Departmental policies and objectives, contribute to the effective strategic planning and have responsibility for the operational management of the Integration Joint Board Commissioning Services
* Lead on the planning activity in relation to the Commissioning requirements to support the implementation and reviewing of the Integration Joint Board Strategic Plan.
* The postholder will lead on the engagement with a range of individuals, organisations and partnerships to deliver high quality outcomes and continuous improvement.
* The post holder is expected to operate flexibly within the broad remit outlined above and, as a member of the Senior Management Team of Partnership Services assist and support the development and implementation of the Integration Joint Board and Partner organisation’s key policies and procedures.
* *£44,602 - £48,711 per annum plus £2,397 per annum Distant Islands Allowance, appointment on first point of grade*
* *37 hours per week*
* *Permanent post*
* *Local Government Pension Scheme*
* *Employee Assistance Programme*

Job Purpose

**Job Title:** Commissioning Services Manager

**Job Number:** 9497

**Department:** Health & Social Care

**Grade:** K

**Location:** Western Isles

**Date:** 2022

**Responsible to:** Head of Social and Partnership Services

# Commissioning Services Manager

# Duties

**Corporate and Strategic Responsibilities**

1. Effectively manage all allocated resources including finance, equipment/material, information and time.
2. Work in a corporate and co-operative way with all Managers, Members and employees.
3. Continually reviewing service performance and striving to improve the quality and efficiency of the services within your functional area.
4. Ensuring that any allocated staff are kept well informed about corporate objectives and priorities and matters that impact on their employment and the service they provide.

**Service Responsibilities**

1. To have lead responsibility for the development and management of the Integration Joint Board’s Strategic Commissioning Plan through engagement with Locality Planning Groups, the Strategic Planning Group and the various local and national partners and agencies involved in the delivery of health and social care services.
2. Provide clarity of vision and leadership to managers and staff across the Department in relation to the processes of commissioning, statutory responsibilities, social work and social care legislative frameworks, partnership arrangements, utilisation of administration and IT Support systems.
3. Fulfil the lead officer functions for the Departmental duties associated with the Civil Contingencies Act, Chairing the Care for People Group.
4. Operate as lead manager for all departmental projects to ensure commissioning and project management functions are fulfilled in accordance with statutory regulations and best practice.
5. To be responsible for managing the operational service improvement and business planning functions within the Department utilising external scrutiny and developing enhanced internal scrutiny (i.e. self evaluation, user feedback and complaint management processes) to ensure compliance and continuous improvement are embedded in practice with routine evidencing and reporting.
6. To research, prepare and when required present reports to Corporate Management Teams, the Integration Joint Board and Comhairle to ensure governance requirements are fulfilled and service developments and improvements are progressed through the necessary decision-making forums.
7. To ensure capital and revenue budgets for the Department are established, monitored and managed effectively in accordance with Department and Comhairle policies, procedures and requirements incorporating external funding submissions and the requirements associated with such awards.
8. Deputise for the Head of Service –Partnership Services, as and when required, and work closely with the Social Work Services Management Team to ensure business continuity and professional support and supervision for Senior Social Workers and the teams.
9. Engage with internal and external stakeholders to contribute to a strategic vision for the evolving legislative reviews of health and social care services and contribute to the operational changes required to transform service delivery to improve outcomes and achieve efficiencies. This will include the National Care Service developments.
10. Facilitate the creation of and have oversight of a Departmental Service Improvement Plan for delegated Comhairle services developing and incorporating all internal and external scrutiny, self assessment, risk register data and performance information to provide a real time record of continuous improvement and monitoring and evaluation measures.
11. Represent Partnership Services and or the Department at local and national professional and partnership led forums, events and improvement networks.
12. Undertaking the lead officer role for the management of the Exceptional Care Board Commissioning records and documentation.
13. Operate as the Departmental Complaints Officer ( local authority delegated services) to fulfil the obligations as defined in policy and ensure all managers within the department are skilled and utilised to engage in the process of managing complaints.

14. Ensure the effective management of the personnel within the Commissioning Services section in line with the Comhairle’s Human Resource policies and procedures, including recruitment and selection, sickness absence, training plans, staff development and appraisal, performance and risk management.

**General Accountabilities**

1. To ensure that all information received and disseminated, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.
2. Uphold and positively promote the Comhairle’s Equal Opportunities Policy in service delivery and employment practices.
3. As the Comhairle is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Comhairle’s Risk Management Policy.
4. To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.
5. This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing



**Comhairle Nan Eilean Siar**

**PERSON SPECIFICATION**

THIS FORM LISTS THE ESSENTIAL AND DESIRABLE CRITERIA REQUIRED. APPLICANTS WILL BE LEETED ON THE BASIS OF MEETING THE CRITERIA. PLEASE ENSURE YOU COMPLETE YOUR APPLICATION FORM CONSIDERING THE CRITERIA BELOW.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **post title:** | Commissioning Services Manager | | | | | **post number:** |  |
| **CRITERIA** | |  | **ESSENTIAL** |  | **DESIRABLE** | | |
| Knowledge | | E1  E2  E3  E4 | In-depth understanding of current relevant legislation, statutory requirements and guidance relating to the core service areas of Health and Social Care Department.  An excellent working knowledge of outcome focused service delivery and the related processes of commissioning and evaluating social work and social care services and projects  Thorough knowledge of the interface of Comhairle, NHS, voluntary and independent sector services and the associated governance arrangements and the evolving national agendas  An in-depth understanding of the demographic challenges facing the health and social care sector and the immediate and longer term developments required to address these challenges at a local and national level. |  |  | | |
| Skills and Abilities | | E5  E6  E7  E8  E9  E10 | Ability to engage with key stakeholders at a strategic and operational level to develop and maintain productive partnerships  Ability to develop and implement performance management procedures and continuous improvement activities incorporating internal and external scrutiny  Significant skills and the ability to manage a range of workstreams/projects with excellent management skills to satisfy deadlines and address the pressures from the variety of sources impacting on this workload  Skilled in the ability to identify and manage strategic and operational risk with specific skills in terms of determining need and eligibility for services  Proven ability to provide leadership and direction within the health and social care sector  Skilled in the ability to provide a professional approach to the management of complaints | D1 | Knowledge of Comhairle systems such as Interplan.  *(Continued on next page)* | | |
| Education/  Experience | | E11  E12  E13  E14  E15  E16 | Degree in social work, diploma in social work, CQSW or equivalent and registered with the SSSC  Significant experience of commissioning services to meet service user outcomes within the context of a challenging financial and resource limited environment  Evidence of continued professional and managerial and development.  Experience and a proven track record of working as a Senior Manager in the health and social care setting  Comprehensive experience of the Care Inspectorate requirements and the demands of assessment and care management, registered services and quality assurance systems  Experience of managing significant projects and budgets incorporating a range of partners and funding sources | D2  D3  D4 | MHO  Project management qualification  Financial planning experience | | |
| Other Factors | | E17  E18  E19 | Able to work flexibly to meet the needs of the service including engaging in work at weekends and attending evening meetings  To provide senior management support to the out of hours social work service and support the Assessment & Care Management Service Manager as appropriate  Driving Licence and business insurance |  |  | | |