

## Job Description

<b>Job title</b>	Governance Case Manager – Transforming Care Programme (Sussex)
<b>Grade</b>	Agenda for Change Band 8a
<b>Salary</b>	£40,028-£48,034 p.a.
<b>Tenure</b>	Fixed term contract – 12 months
<b>Funding arrangements</b>	Programme funded
<b>Directorate</b>	Quality Department
<b>Responsible to</b>	SRO – Sussex TCP
<b>Accountable to</b>	Assurance Manager – Transforming Care - NHSE
<b>Responsible for</b>	Case management of learning disability /Autism service users within the defined specialised population. Specific responsibility for Transforming Care programme and ensuring timely discharge planning.
<b>Base</b>	The post covers the Sussex region. The post holder will be based at Hove but will be required to travel extensively and be available to attend meetings with the Transforming Care Team.

### Job Summary

As a Case Manager, the post holder will work as part of the Sussex Transforming Care Board and in partnership with NHS England in delivering an effective service to ensure that safe and timely discharge plans are in place. This will be for a defined cohort of service users in Sussex who are currently residing in specialised learning disability, autism and mental health care settings within the NHS and Independent sector.

To manage or oversee the cases of people in inpatient care with a learning disability and/or autistic spectrum conditions, including chairing Care and Treatment Reviews, leading this process to ensure timely discharges and ensuring the values and principles of Transforming Care are integrated into the work.

To work with all other area team case managers in the management of cases that would benefit from support in breaking down barriers to discharge.

To provide clinical support and guidance to the transforming care board in relation to the defined population, this will include projected mapping of future service use, planning in terms of future service needs and community infrastructure developments.

The role supports the board in driving transformation as well as value for money in planning and commissioning.

Key accountabilities:

- Provision of clinical expertise to the Transforming Care Board and Chair.
- Ensuring effective care pathways within and across CCG boundaries and local authorities.
- Resolution of complex or disrupted care pathways in conjunction with colleagues across commissioned inpatient provisions



- Supporting the CCG's across Sussex in ensuring that services are compliant to all specifications and guidance.
- Ensuring utilisation of high quality services that are value for money

## **Principle Duties and Responsibilities**

### **Improving quality and outcomes**

- To provide assurance of the quality of the care provided by commissioned services
- The post-holder will ensure that safe discharges are in place and that these are implemented without delay
- Proactive approach to care and discharge planning, which results in robust and effective care packages.
- Managing individual service users pathways to ensure high quality services and care planning outcomes are achieved
- To take action in respect of Safeguarding Policies and Procedures as required

### **Enabling clinical leadership**

- To work collaboratively across the Transforming Care Programme, including integrating the National Team actions and policies into service commissioning
- To participate in clinical/professional supervision

### **Enabling patient and public involvement**

- To act as a champion for service users and their interests and involve the public and service users
- To ensure all public and service user contact is of the highest professional standard
- Ensure services have mechanisms in place for service user and carer involvement in their care plans

### **Promoting equality and reducing inequalities**

- To uphold organisational policies and principles on the promotion of equality
- Provide education and support for others involved in the care of service users in inpatient settings, working to reduce stigma, misconception and alienation of service users

### **Partnership and cross boundary working**

- To work across multiple providers within the NHS and Independent Sector
- To work with all other Area Team Case Managers in the management of cases that would benefit from support in breaking down barriers to discharge.
- To work in collaboration to manage relationships with CCG commissioned providers who provide the referral and aftercare components of the pathway.

### **Leadership for transformational change**

- To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes.



- Work with providers to achieve national standards

### **Using insight and evidence for improvement**

- To ensure that safe and effective care pathways are in place to facilitate the movement of service users through specialised services, including the identification and reporting of deficits within service provision
- To ensure the appropriateness of the placement for service users
- Ensure case management systems and record keeping are maintained and kept up to date

### **Developing an excellent organisation**

- To actively support the development of individuals and the team through appraisal, personal development planning, coaching and mentoring
- To work in partnership with others and as part of cross directorate teams to deliver successful outcomes

### **Key Working Relationships**

- Operate effectively in a flexible and demanding environment and proactively engage with NHS and independent sector staff, consultants, clinical teams and contractors working on a variety of topics
- Provide and receive highly complex, sensitive and contentious information, presenting information to a wide range of stakeholders in a formal setting.
- Deal with resulting potentially aggressive/antagonistic situations as required.
- Work and engage constructively with internal and external stakeholders on a range of business sensitive issues
- Nurture key relationships and maintain networks internally and externally, including national networks
- Apply a structured change management approach and methodology for the impact of any change

### **Policies and Procedures**

The post holder is required to familiarise themselves with all CCG policies and procedures and to comply with these at all times.

### **Health, Safety and Risk Management**

All staff are required to adhere to and act consistently with all relevant health and safety legislation and CCG policies and procedures in order to ensure that their own and others health safety and security is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property and the achievement of CCG objectives in accordance with the CCG's risk management strategy and policies. Training will be provided.

### **No Smoking Policy**

B&H CCG operates a no-smoking policy. This applies to all staff and visitors and to the majority of patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on CCG premises. Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.



## Equal Opportunities

B&H CCG is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

## Confidentiality

As a B&H CCG employee you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by the CCG. Under no circumstances should such information be divulged or passed to any unauthorised person or person(s). This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action, which may involve dismissal.

## Infection Control

All staff has a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the CCGs' commitment to preventing and controlling healthcare associated infections.

## Safeguarding Children, Young People and Vulnerable Adults

The CCG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

## Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. All members of staff must attend information governance training to ensure they fully understand the implications of the Freedom of Information Act.

## Equality & Diversity

In addition to any specific criteria laid out above, each applicant will be expected to demonstrate a basic understanding of the principles of equal opportunities in relation to the post. The degree of knowledge required will depend on the level and nature of the post in question.

## Equalities Act 2010

Please note that flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by this Act is unable to meet certain parts of the specification by reason of their disability. If you believe this applies to you please outline the details on your application form. Each case will be assessed on an individual basis at shortlisting and/or interview with advice from the HR Department.



This job description will be reviewed as necessary and may be amended to meet the changing needs of the CCG. It will also be used as the basis for determination of objectives and the contents will be used as part of annual appraisals.



<b>JD author (name and job title):</b>	Allison Cannon - Chief Nurse, Sussex CCGs
<b>Date JD created/updated:</b>	20/10/2017
<b>Brief description of reason for review (if applicable)</b>	N/A
<b>Version number</b>	V1



## Person Specification

**Job title:** Case Manager – Transforming Care

**Department:** Quality Department

This person specification lists both the essential and desirable requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet this specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualifications and Training</b>	<p>Registered Mental Health/Learning Disability Nurse or other registered health or social care professional. (A/I)</p> <p>Possess a relevant additional professional qualification e.g., degree level, or equivalent level of experience of working at a senior level in specialist area. (A/I)</p>	
<b>Knowledge and Experience</b>	<p>Detailed knowledge of legal issues pertaining to the specialist service, including MHA 1983, S117 after care, Transforming Care, safeguarding and child protection legislation. (A/I)</p> <p>Detailed operational knowledge of the specialised services, including risk assessment/management. (A/I)</p> <p>Evidence of post qualifying and continuing professional development. (A/I)</p> <p>Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement. (A/I)</p> <p>Member of relevant professional body. (A/I)</p>	
<b>Communication Skills</b>	<p>Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial. (A/I)</p> <p>issues, and present complex and sensitive information to large and influential groups. (A/I)</p> <p>Ability to negotiate on difficult and controversial issues including performance and change. (A/I)</p> <p>Adept at working in a person-centred way. Skilled at dealing with families, especially</p>	



	where there is conflict. (A/I)	
<b>Analytical</b>	<p>Problem solving skills and ability to respond to sudden unexpected demands. (A/I)</p> <p>Ability to analyse complex facts and situations and develop a range of options. (A/I)</p> <p>Takes decisions on difficult and contentious issues where there may be a number of courses of action. (A/I)</p> <p>Strategic thinking – ability to anticipate and resolve problems before they arise. (A/I)</p>	
<b>Financial and Physical Resources</b>	Previously responsible for a budget, involved in budget setting and working knowledge of financial processes. (A/I)	
<b>Key Skills/Abilities</b>	<p>Development and maintenance of therapeutic alliance with service users and their families /carers. (A/I)</p> <p>High-level management skills, able to perform to high level in clinical setting, holding services to account and ensuring effective use of behavioural support resources. (A/I)</p> <p>Case management skills, focussing on the needs of the individual and the context of their pathway in relation to all clinical and legal processes. (A/I)</p> <p>High-level communication in particular skills across a range of agency and professional boundaries at a national level. (A/I)</p>	
<b>Planning Skills</b>	<p>Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly. (A/I)</p> <p>Be familiar with Life Panning or other similar person-centred citizenship based approaches to planning. (A/I)</p>	
<b>Management Skills</b>	Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals. (A/I)	
<b>Autonomy/Freedom to Act</b>	Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/ Manager,	



	<p>with the aim of improving deliverables and compliance to policies. (A/I)</p> <p>Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales. (A/I)</p> <p>Experience of identifying and interpreting National policy. (A/I)</p> <p>Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/practices which could be implemented successfully to achieve system reform (advising on policy implementation). (A/I)</p>	
<b>Physical Skills</b>	<p>Working knowledge of Microsoft Office with intermediate keyboard skills. (A/I)</p> <p>Full driving license and car is essential. (A/I)</p>	
<b>Equality and Diversity</b>	<p>Needs to have a thorough understanding of, and commitment to, equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems. (A/I)</p>	
<b>Other</b>	<p>Used to working in a busy environment. (A/I)</p> <p>Adaptability, flexibility and ability to cope with uncertainty and change. (A/I)</p> <p>Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions. (A/I)</p> <p>Professional calm and efficient manner. (A/I)</p> <p>Effective organizer, influencer and networker. (A/I)</p> <p>Demonstrates a strong desire to improve performance and make a difference by focusing on goals. (A/I)</p> <p>Completer/Finisher. (A/I)</p>	
<b>Personal Attributes</b>	<p>Demonstrable commitment to and focus on quality, promotes high standards to consistently improve service user outcomes. (A/I)</p> <p>Support the intentions of the Transforming Care Programme and be committed to the</p>	





	<p>values and principles that underpin a citizenship based approach to supporting people with a learning disability and/or autistic spectrum condition. (A/I)</p> <p>Demonstrably involves service user and the public in their work. (A/I)</p> <p>Consistently puts clinicians at the heart of decision making. (A/I)</p> <p>Values diversity and difference, operates with integrity and openness. (A/I)</p> <p>Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others. (A/I)</p> <p>Uses evidence to make improvements, seeks out innovation. (A/I)</p> <p>Actively develops themselves and others. (A/I)</p>	
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**Method of Assessment**

A = Application form I = Interview T = Test C = Certificate

