

**LONDON BOROUGH OF MERTON****ADULT SOCIAL CARE INTEGRATED CARE & PUBLIC HEALTH DIRECTORATE****JOB DESCRIPTION****POST TITLE:** Director of Integrated Care, Commissioning & CQC Assurance**Grade:** MG5**Location:** Civic Centre, Morden**Responsible to:** Executive Director, ASC IC &PH**Responsible for:** Care Quality Commission Assurance  
Integration at Place  
Management of Better Care Fund  
Commissioning duties under the Care Act 2014, specifically: Market Sustainability, diversity & sufficiency. Market and Contract management, Provider concerns and failure  
Business Intelligence & Performance  
Brokerage Services  
Financial Assessments, Direct Payments & Provider Payments  
Delivery of strategic service improvement programmes across C&H  
ASC IC & PH Service Planning  
ASC IC & PH Procurement and Contract management**Post number:****Date:** June 2024**MAIN PURPOSE**

1. Member of the Adult Social Care, Integrated Care & Public Health Directorate Senior Management Team.
2. Prepare and maintain the department in a state of readiness for Care Quality Commission Adult Social Care Assurance.

3. Provide system leadership within the South-West London Integrated Care System and the agenda of service delivery, transformation and integration at Merton Place. effective management to a portfolio of cross-functional commissioning and performance improvement projects and work streams and their associated contracts to achieve better outcomes for residents of Merton.
4. Strategic Planning and Management of the borough's Better Care Fund and associated integrated funding streams, including the Adult Social Care Discharge Fund and Market Sustainability & Improvement Funds. Working with system partners on joint and integrated commissioning plans, and integrated service delivery.
5. To deliver the statutory responsibilities for Commissioning, Market Sustainability and Sufficiency, under the Care Act 2014. Providing strategic leadership and management of commissioning, quality assurance, contract management, performance, brokerage, Financial Assessment and Direct Payments services.
6. Assist the Executive Director in delivery of the Department's strategic planning, business planning, Medium Term Financial Plan and Savings proposals. Manages the delivery of workforce plans, nurture talent and develop practice, cultural and service improvement change across the directorate. To provide strategic leadership capacity to support the delivery of Departmental and Service plans and transformation / improvement programmes. The role will directly manage the Programme team and Senior Responsible Officers and be accountable for the Programme Resource.
7. Maintain high standards of commissioning practices across the department. Where practical, provide greater synergy and alignment of commissioning intentions, resources and capacity across the whole directorate and more widely across other departments, other public sector bodies and with third party providers.
8. Lead on increasing understanding, visibility and control of commissioning and procurement spend across the department. Be a member of the Department Procurement Group, shaping the strategic direction and governance of all commissioning that leads to procurement activity across the Council, ensuring that all procurements across the Council are effective, efficient and that contracts are utilised effectively.
9. To work closely with the Integrated Head of Learning Disability, Head of ASC Operations, Head of Provider services, Director of Public Health, CSF, the voluntary sector and health colleagues. To collaborate with national and regional bodies such as NHS Digital, the London Information Exchange and the ADASS London- wide Commissioning, Performance and CQC Assurance Networks.
10. The post holder will deputise for the Executive Director of Adult Social Care, Integrated Care & Public Health when required and provide regular reports to CMT, LSG,

Cabinet, Full Council and briefings to the Leader and Lead Cabinet Member as required. Working actively with elected members, especially the Cabinet member for social care and health relevant opposition spokespeople and scrutiny members.

11. To be a member of the Council's overall senior leadership team across departments, ensuring that cross council working happens where necessary and taking on relevant cross council responsibilities.

## **MAIN DUTIES AND RESPONSIBILITIES**

1. Statutory Responsibilities for Commissioning under the Care Act 2014. Responsible for delivering Commissioning legislation and guidance as set out in the Care Act, ensuring local care and support markets are sufficient, sustainable and of high quality. Also the Housing Acts and relevant legislation governing the Directorate.
2. Providing strategic commissioning lead throughout the whole commissioning cycle including the management and development of local care, accommodation and other markets, contract management of contracted activity and quality assurance of providers.
3. Provide strategic leadership and direction for the development of the department and provide assurance that the best possible outcomes are being delivered for people who use services and family carers.
4. Senior Responsible Officer for Departmental assurance under the CQC Assurance regime for ASC departments.
5. Assist the Executive Director in all matters of department service and strategic planning including, but not limited to: Directorate Plan, Medium Term Financial Strategy, forecasting budget demands and planning savings ensuring in-year delivery of savings targets. Contribute to directorate budget monitoring and ensure it is effectively controlled within cash limits, driving down spend where appropriate.
6. Responsible for all Integration planning through the Better Care Fund, ASC Discharge Fund and Market Sustainability, Workforce and ASC Improvement grant funding.
7. To manage the delivery of frameworks and other such buying solutions for the Department, in line with Council Standing Orders and EU procurement regulations. Responsible for ensuring that all commissioning activities undertaken by the Council on behalf of the NHS or that otherwise fall within the scope of NHS and health care procurement regimes are compliant with all relevant requirements.

8. Ensuring the provision of timely evidenced based analysis and reports for Members, the Executive Director, Assistant Director for ASC and Departmental Heads of Service. Collection of accurate performance information to fulfil the statutory obligation of the department to Central Government for information and inspection requirements; and to demonstrate that Adults Social Care is meeting nationally prescribed targets which will secure on going funding, involving a substantial impact on resources. To oversee the planning and delivery of our Local Account and statutory performance, intelligence and data returns.
9. To be accountable for the Financial & Budgetary management & control linked to the specified areas of service for this post. Manage the contractual spend with third party providers. Lead and manage provider fee negotiations and all matters of price setting within external markets. Secure income due to the department through Client Contributions and income from health partners.
10. Provide assurance that Departmental resources are being maximised to provide high quality care and support in response to local needs and demands, including innovation, income maximisation, effective asset management and ongoing improvements to business processes.
11. To work with ASCICPH staff, finance staff and a range of partners to develop and manage service and performance improvement programmes, which will modernise services, scrutinise models of support, improve outcomes and improve value for money for the Council. To support and oversee a range of projects which make up this programme. To ensure that the programme is evidence based and follows best practice. To lead a process of culture and practice change across ASCICPH.
12. Actively consider new and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods. Hold Senior Responsible Officers and managers to account to provide services that are delivered or procured that represent value for money. Ensure that principles of coproduction and open, transparent engagement with stakeholders is embedded in service design and delivery.
13. Ensure there is effective integration of related services within and across Directorate and the Council, ensure the contribution of partner and contractor organisations is appropriately harnessed. Drive the implementation of consistently high quality service standards and levels of customer service, establish and monitor performance using Council project management and service review approaches, taking appropriate action where required.
14. As a member of the Directorate senior management team, ensure the timely and effective communication and implementation of all agreed Council policies and processes within the directorate.

15. The post holder will be expected to undertake additional duties or responsibilities consistent with the role as allocated by the Executive Director, Adult Social Care, Integrated Care & Public Health. This will include leading or co-leading cross council programmes of work as part of the Council Leadership Team.
16. The post holder is expected to work outside of normal office hours, including attendance at evening meetings or committees and participate in emergency planning and business contingency arrangements as directed by the Director for which no additional pay will be given.
17. Promote equality among all staff and ensure that services are delivered in a non-discriminatory way that is inclusive of disadvantaged groups.
18. In discharging the duties of the post have due regard to the provisions of the Health and Safety at Work legislation.
19. Undertake any other work appropriate to the level and general nature of the post's duties.

## **1. PERSON SPECIFICATION**

### **Qualifications and Education**

1. Educated to a higher level (degree level qualification or equivalent) or relevant experience in Social Care, Health or business related subject.
2. Evidence of continuing professional and/or technical development.
3. Relevant commissioning, contract, programme management or transformation related qualification or training.

### **Skills**

1. Outcomes focused and solution-oriented
2. Excellence programme management skills
3. Exhibits confidence and leadership, engages emotionally and can show evidence of influencing key stakeholders externally and internally
4. Is an authentic and inspiring leader, able to build inclusive and high-performing teams
5. Delivers excellent service to colleagues and clients
6. Excellent planning and organisational skills with the ability to set and monitor priorities for oneself and the service

7. Resilience and ability to cope within a challenging environment.
8. Applies judgement in managing risk, supporting their senior leadership to deliver on commitments to savings.
9. Can lead in ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth.

## **Knowledge and Experience**

1. Substantial senior management experience within a complex, multi-agency service system, including experience of extensive service change.
2. A proven track record of achieving and managing cultural and organisational change and of leading improvement across adult social care services and Housing.
3. Detailed understanding of the scope of the Care Act (other relevant legislation) and the remit and requirements of the Care Quality Commission.
4. Understanding of best practice models across social care with an ability to successfully generate new and innovative business cases to implement transformation and manage change effectively.
5. Understanding of the commercial market for adult social care/ Housing etc and an ability to successfully generate new business opportunities to maximise income and resources.
6. A record of innovative achievements in partnership and joint working with partners and stakeholders, preferably including NHS partners.
7. Understand the importance of and commitment to incorporating the public, private and voluntary sectors in service delivery.
8. Experience of managing a large, diverse and complex workforce. Ability to motivate and develop staff to achieve good performance.
9. Sound financial management experience with the ability to analyse services in terms of their unit costs, value for money and market context.
10. Sound knowledge of effective programme management methodologies and change implementation

11. Managing different organisational cultures in Health and social care including working across professional groups
12. Experience of leading involvement of service users and carers in service delivery
13. Evidenced excellent influencing and negotiation skills to drive and manage change within teams and deliver strategic priorities.
14. Evidenced innovative and imaginative approach and the ability to identify new and credible options for service development.
15. Proven experience of practice and culture development, applying strong analytical skills and lateral thinking to develop service plans and solutions.
16. Proven stakeholder management and engagement skills, combined with evidence of political awareness and sensitivity to stakeholder needs and priorities.
17. Excellent interpersonal skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues, external organisations etc to generate confidence, trust and respect.
18. Experience of interpreting vision and strategy to drive delivery through strong and effective leadership.
19. Experience of setting service standards that will enhance the reputation of the Council and empowers others to deliver. Leading and delivering successful organisational and cultural change programmes.
20. Experience of budget management and budget re-profiling

### **Others**

- Successful Enhanced Disclosure and Barring Service (DBS) check.