

Job Title: Drugs & Alcohol Commissioning Support & Development Officer	Role Profile Number: BSN35
Grade: M	Date Prepared: August 2015
Directorate/Group: Commissioning	Reporting to: Senior Commissioner Drugs & Alcohol

Job Purpose

This role will work within the commissioning directorate to help on a wide variety of commissioning support. This role will provide commissioning support to the Drugs and Alcohol team to upkeep working relationships with partners and colleagues, internal and external, both at operational and strategic levels. This role is to support the commissioning of services that are compliant with internal and external regulations by ensuring that all necessary reporting, analysis, payment, partnership work, documentation and user engagement initiatives are kept updated and relevant.

The post holder will need a good understanding of the commissioning framework, Substance Misuse and Public Health service areas.

Key Accountabilities

- To take part in engagement activities, by assisting in the organisation, facilitating and completing the appropriate monitoring information. This includes understanding of the data protection laws and the confidentiality implications of some of the subject matter recorded as well as circulating and storing in an appropriately restricted manner.
- To be responsible for overseeing Pharmoutcomes and payment of invoices and assisting with the monitoring of commissioned service budgets.
- Lead on the co-ordination and expenditure of the Inpatient Treatment Pathway. This includes preparing reports, correspondence and spread sheets in connection with this service area. Via gap analysis identification support the needs assessment and senior commissioner of service development to inform commissioning processes.
- Lead on the delivery of local, South West and National Prevention campaigns to support local need and inform commissioning processes.
- Lead on co-ordinating the delivery of contractual and relevant training requirements for

delivery partners e.g. GP's & Pharmacists.

- To work closely with Children & Families Commissioning and Public Health Team to enable the necessary performance reporting and information to be gathered.
- To be actively involved in assisting in the preparation of tender documentation and the smooth award process of tender for services.
- To be the first point of contact for the team with the public, staff, partnership agencies and external organisations.
- Dealing with enquiries and tracking complaints.
- Supporting with regard to data collection, data entry and assisting with the production of needs assessments.
- Liaise with wider team members to prioritise and manage work deadlines ensuring corporate guidelines are adhered to
- Undertaking further responsibilities appropriate to the grading of the post, as determined in discussion with the line manager.
- Promoting equality and diversity best practice in all areas of work.

Supplementary Accountabilities

- Promote the work of Swindon Borough Council and its partners in a positive and professional manner at all times.
- Attend and contribute to team meetings and work together to deliver corporate, directorate and team priorities.
- Develop expertise, skills and knowledge in relation to commissioning areas of work related to the role.
- Comply with the policies and procedures of Swindon Borough Council.
- Seek out and maximise development opportunities to improve your knowledge and performance to help deliver the objectives of Swindon Borough Council.
- Produce reports for internal and external audiences as required.
- Undertake any other reasonable duties as required by Swindon Borough Council.

Knowledge & Experience

- A good understanding of the commissioning process (preferred)
- A good understanding of Public Health and Substances Misuse Services (preferred)
- Excellent organisation, communication and negotiation skills
- Experience and competency in Microsoft office and excellent keyboard skills.
- An understanding of budgets and experience of invoicing/purchasing
- Experience in the organisation and minuting of meetings accurately
- Good oral and written communication skills and the ability to deal appropriately with people at all levels including difficult/demanding members of the public.
- Able to work on own initiative but able and prepared to report to senior managers when required.
- Able to manage a varied workload to agreed deadlines and to achieve this by being a flexible team player(with internal and external partners).
- An ability to deal with potentially distressing case details in an objective and professional

manner.

- Experience in managing confidentiality and dealing with sensitive information.

Qualifications

- Educated to A level or Equivalent (desirable)
- GCSE A-C or Equivalent English and Maths

Decision Making

- Acknowledge the need for collaborative approach in complex situations.

Creativity and Innovation

- Proactively search out good practice within Substance Misuse and similar areas of work and share this with colleagues.
- Be able to adapt good practice nationally into a local context and help shape ideas with others.
- Think laterally around problems and help formulate solutions whilst accepting the boundaries in place.
- Be prepared to challenge others and accept challenge with the aim of improving services for the benefit of users, providers and stakeholders.
- Consider the needs of “One Swindon” when assessing the impact of changes and recommendations provided.

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• None Typical tasks supervised/allocated to others	Budget Holder Responsibility Asset Responsibility:	No .
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Internal: Commissioners, Social Workers, Housing Workers, Homelessness Workers,, Public Health, Performance Officers, Procurement Officers, Legal Officers and Councillors.
- External: Service Providers, Service Users, other Commissioners, Members of Parliament, the Police, Probation and CRC’s , CCG, SEQOL, NHS and other Support Providers.

Values & Behaviours

(refer to guidance)

Self- Awareness

- Awareness of one’s own behaviour, values, attitudes, strengths and weaknesses.
- Ability to reflect on one’s behaviour and change them.

Integrity

- Authenticity – being yourself and not wanting to look good or avoiding to look bad,
- Leading by example – being the role model you wish others to grow in to.

Collaboration

- Giving space to others and not imposing own views or judgements
- Enabling development through co-creation and collective learning

Meaningful Relationships

- Is compassionate and accepting of others
- Connecting with others at an honest human level

Resilience

- To be aware of and utilise personal strengths and resources to endure tough times
- Keeping a positive outlook and using challenges as personal growth

Clarity of Intention

- Clear and effective communicator
- Is purposeful and makes decisions

Other Key Features of the role

- This role is part time working 30 hours per week and will require a flexible approach to working hours as business need requires. Swindon Borough Council operates a flexi-time approach.
- This role may be required to travel to attend meetings or training so access to a car or other transport is required. Reasonable work-related travel costs can be reclaimed.
- This role will require working with vulnerable people so DBS clearance will be required.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	

