



**SWINDON**  
BOROUGH COUNCIL

<b>Job Title:</b> Adult Community Commissioner	<b>Role Profile Number:</b> SBC_11754
<b>Grade:</b> CFL 11	<b>Date Prepared:</b> April 2022
<b>Directorate/Group:</b> Commissioning - Adult Services	<b>Reporting to:</b> Head of Service Integrated Commissioning
<b>Structure Chart attached:</b>	No

### **Job Purpose**

Adult Social Care is person centered and focuses on individuals' strengths to support them to take control of improving their own health, resilience and wellbeing. We want to maximise people's independence so that individuals can achieve their goals and aspirations and live life to the fullest. We work creatively with individuals, local communities and our partners, empowering them to deliver the best possible outcomes for people. Our work is solution focused, ensuring that those who most need support receive it and that we can continue supporting people in the future.

Whilst maintaining an expertise and knowledge in an area of commissioning such as older people, voluntary sector, mental health or learning disability, the role is to ensure that there are sufficient services within the designated community to meet population demand informed by data sources and information such as the JSNA and through following the commissioning cycle.

The community will cover an area of the local authority and the full range of care and support needs will be covered by the Adult Community Commissioner. This includes championing and implementing the principles of community led commissioning and co-production. Work closely and informed by organisations (not exclusively) such as Think Local, Act Personal (TLAP) and National Development Team for Inclusion (NDTI).

Promotes and establishes partnerships that are coordinated, integrated and trusted by people who use services. Works with co-production principles to secure people's participation and engagement in planning activities associated with commissioning.

Ensure that services and responses to meeting need are in line with People at the Heart of Care principles and integration of health and social care and adherence to the Care Act (2014).

Ensure that remain up to date with legislation and policy relating to social care and to commissioning.

Ensure that up to date with emerging models and best practice of commissioning whilst also maintaining active engagement with networks, particularly across the south west region.

Lead, develop and grow capacity in communities through active engagement with potential providers in the designated community and services in response to changing demand

Ensure compliance with the local authority's standing orders through close working with procurement and legal teams.

Ensure that specifications are outcome focused and ensure that integrated requirements are met from both health and social care perspectives

Leads with adult community commissioners on compliance with contract requirements overseen and reported through governance processes within Adult Social Care and across wider commissioning interfaces.

Ensure best value, including quality, performance and compliance, from commissioned services through robust and ongoing evaluation and oversight. This will be through close working with all stakeholders including social care teams, quality lead, contracts and commissioning support lead, partners, CQC and people receiving care and support and their families.

To develop a wider market to meet the care and support needs of people in the community beyond traditional services.

Lead on market engagement and provider collaboration to ensure good practice is developed, sustained and shared across provider networks.

The post holder will champion and direct staff to engage and implement Adult Social Care values, vision and strategy to support people to have the best life and to safeguard them from harm.

Takes a lead role in staff management making sure of the adoption of council policies and procedures. Making sure that staff supervisions and PDPs are used to develop individuals/team in both none/professional capacities.

Overall, ensures that commissioned services in communities are responsive to changing needs and support people to have the best lives whilst working with partners in health, public health and children's services, wherever appropriate, and support the delivery of person centered outcomes.

### **Key Accountabilities**

- Use market intelligence, reporting information and multiple data sources to understand commissioning need in the designated community. Holds responsibility for active engagement with services within the community and for understanding the potential to grow, develop and build on emerging services.

- Holds responsibility for market quality and performance oversight of services in the designated community. Promotes the expected standards of the commissioning area of expertise and also best practice and emerging models.
- Contributes to the overarching strategy and vision on Adult Social Care and supports the implementation of the new policy and initiatives in relation to commissioning, including 'People at the Heart of Care and integration of health and social care.
- Has an active role in the wider commissioning team and supports the successful delivery of key initiatives and new ways of working e.g. integrated commissioning and contract management, community led commissioning, evidencing outcomes and holding providers to account. Working particularly closely with Contracts and Commissioning Support Lead and Quality Lead to triangulate performance and contract compliance.
- Undertake commissioning reviews of services to remodel and reshape within the commissioning cycle to maintain best value. Challenge providers where necessary, particularly on capacity to improve and whether there is focus on the most important priorities for improvement and development.
- Prepares and presents team activity and key performance indicators including monitoring and escalating risks, exploring potential solutions, completing investigations and reporting detailed analysis and learning to evidence improvement and or achievement of agreed targets/performance measures.
- Makes sure that legislation i.e. Mental Capacity Act 2005, Care Act 2014, Human Rights Act 1998 is highlighted as suitable in all contracts and that they reflect the need for these pieces of legislation to be complied with. Keeps abreast of new legislation, Government policy, best practice and of external factors relevant to the development of health and social care services. Interpret policy, guidance and legislation and ensure providers adhere and embed into their practice and continuous improvement
- To undertake supervision, maximise learning and development and complete PDPs and report accordingly through governance arrangements. Facilitates timely recruitment of new staff and manages the development and support of staff to retain a competent and confident workforce. Makes sure that council policies are understood and implemented fairly and consistently.
- To identify and be actively respond to commissioning gaps and increased/decreasing demand for service responses based on analysis of quality and performance data, outcome data, views of people and families, triangulation of partner insights and latest best practice.
- Challenge and support providers through collaborative relationships to improve performance and quality through revised models of delivery and transformation.
- To produce appropriate business cases and Gateway papers as required, including writing service specifications and tender documentation. To lead on and also contribute to the writing of commissioning strategies and associated commissioning papers and reports.

- To work with relevant project and programme leads so that commissioning is represented and ensures delivery. To take responsibility for cascading information relating to project updates are communicated across the commissioning team.
- To link with social care teams and partners so that the new and emerging commissioning changes and solutions are communicated effectively. and that front line staff are aware of service developments
- To engage with providers, practitioners, health and housing providers to ensure effective future demand projections for adults in transition are met.
- Contribute and lead on relevant tendering of services and support/collaborate with the work of other adult community commissioners in the team.
- Support and contribute to any fair cost of care and market sustainability planning across the commission team.

### **Supplementary Accountabilities**

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of the Council are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Council.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Experience of commissioning services in a Social Care, Housing or Health environment.
- Experience of delivering and or working with care providers in developing, shaping and improving services.
- Experience of successfully managing activity and performance targets internally and with external providers.
- Experience and understanding of planning and project management and of securing people participation in the design, development and commissioning of services.
- Understanding of capability and access to case management systems and systems governance
- Excellent knowledge and understanding of relevant legislation and policy changes relating to adult social care
- Experience of working in a multi-agency environment and partnership working.
- Previous experience of effectively managing and leading teams in challenging environments.

- Proven experience of analyzing problems, situations and information and of thinking laterally and being able to present innovative and feasible solutions.
- Proven ability to interpret complex legislation across a variety of policy areas and communicate these to diverse audiences.
- Good understanding of the cultures, agendas and strategies and priorities of partner agencies in order to maximise their contribution in the light of conflicting demands
- Capacity to understand and learn quickly from other sectors, to try new approaches, and to tailor messages according to context.
- Adaptable to a fast-paced, ambitious agenda
- Knowledge of the local public service landscape and an understanding of health and social care at a local level
- To protect the safety and welfare of vulnerable adults, families and their carers, within the 'Making Safeguarding Personal' principles. Recognise risk indicators of different forms of abuse and neglect.
- Understanding of how government policy/legislation impacts on council strategy and services.
- Expert knowledge of the guidance and procedures of the Care Quality Commission.
- In depth understanding of commissioned services in the care services market.
- Well-developed knowledge of Person Centred Practice and Outcome based performance
- Ability to build and manage effective relationships with stakeholders.
- Strong analytical skills with the ability to process complex information and explain/present the information.
- High level of communication and interpersonal skills across complex contract arrangements.
- Strong ability to develop strategic positions with partners from a wide range of complex agencies.
- Ability to write structured and concise reports.
- Ability to write a range of complex reports to inform decision making at a strategic and operational level.
- Responsible, across Community Commissioners, for commissioning budget of up to £60m and ensuring best value achieved.

### **Qualifications**

- Educated preferably to degree level or with significant on the job equivalent experience

### **Decision Making**

- Uses knowledge of the service to be able to make decisions on requirements of the service and its development.
- Ability to analyse and solve problems with an appreciation of possible longer-term implications
- Ability to synthesise and prioritise complex and potentially conflicting demands, understand and absorb information and resolve problems. Require highly developed co-ordination, time management and prioritisation skills to enable the post holder to achieve plans and objectives in a timely organised manner.

### **Creativity and Innovation**

- Able to drive change in a rapidly changing environment to deliver a performance based culture.
- Able to challenge constructively, to design and introduce improvements and to manage change in the care provider market.
- Ability to identify and implement service improvements and innovations.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>- Team and close collaborative working with other Adult Community Commissioners</li> <li>- Consultation across team on area of commissioning expertise</li> <li>- Line management of team members and matrix working</li> </ul>	<p><b>Budget and Resources:</b></p> <ul style="list-style-type: none"> <li>- Direct and indirect budget management across commissioned services to ensure best value for money</li> <li>- Direct and indirect budget management of up to £60m across Adult Community Commissioners</li> </ul> <p><b>Assets:</b></p>
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**Contacts and Relationships**

- The post holder will have working relationships with the Adult Commissioning Team, including quality lead, contract monitoring and commissioning support lead, brokerage manager, as well as with wider adult social care teams including the Adult Safeguarding Team and wider partners and stakeholders.
- The post holder will work with all providers within the Adult Social Care market who are regulated and non-regulated providers
- The post holder will work with people in receipt of care and support, their families and members of a range of communities