

Job Title:	Commissioned Services Manager
Reports to (job title):	Senior Commissioning Manager
Line Manager to:	Head of Commissioning

## Job purpose

The Commissioned Services Manager is a key role within the Commissioning Team in HCRG Care Group. The role will ensure that a range of services that are commissioned by HCRG Care Group meeting the quality, safety and performance standards as set out in their contract to provide good services to the local population. HCRG Care Group holds sub-contracts with over 30 providers, including public health services, supporting vulnerable adults, mental health support services, housing related support and a range of older people's services.

The post holder will work as part of a wider commissioning team, reporting to a senior commissioning manager and under the department of the Head of Commissioning. The post holder must have a high level of technical skills and have knowledge or experience of health and social care, and / or the role of the voluntary sector, in supporting the statutory services. to be able to support the development of commissioning and contracting work that contributes to the achievement of delivering HCRG Care Group's vision for health and social care services in BaNES.

The post holder will have designated areas of leads in contracts and will also support coordination on the collation and reporting of sub-commissioned service governance on behalf of the team. There are no line management duties set out in this role currently, , this post holder will be expected to support these in junior roles as required, including potential line management responsibilities if it is agreed that this will be of benefit for the post holder's professional development.

## Base

The Commissioned Services Manager role is based remotely, however frequent travel into HCRG Care Group Offices in Peasedown St John will be required. There will also be travel required to visit providers at their places of service delivery and other meetings that cannot be done remotely, it is anticipated this may be 2 days per week.

## This post is responsible for:

### Contract compliance and performance management

- To ensure that the contracts that are in place against the areas assigned to this role are managed effectively.

- To ensure that performance monitoring reports are received and collated for all services according to schedule of submission in the contracts with appropriate senior commissioning manager sign off
- To analyse any issues within contracts under your area of responsibility and to review these with a senior commissioner appropriately.
- To set up and ensure that quarterly commissioning governance meetings take place and that all the necessary information is collated and available to the commissioning department
- To answer queries regarding compliance and performance management, both in terms of queries raised from HCRG Care Group and queries raised to HCRG Care Group from the providers, local authority commissioners and the users of the services.
- To hold contract review meetings quarterly for each provider as well as support colleagues where needed in meetings with other providers.
- To complete the required administration on recording and escalating risks and incidents out of the quarterly cycle where required. Highlighting any issues in your area of responsibility appropriately to a senior commissioning manager.
- To ensure that contracts are in place for all commissioned services, managing the contracts database and flagging to Head of Commissioning and Senior Commissioning Managers where updates or extensions are required in a timely manner, following the contract governance process
- Suggest changes for any contracts or monitoring under your area of responsibility to a senior commissioning manager.
- To liaise with counterparts in NHS and Local Authority regarding performance management as and when required, including the completion and development of summary reports.
- To conduct reviews as required which may audit services in the portfolio, with the guidance of a senior commissioning manager

## Commissioning strategy work

- To work towards ensuring that providers work and transformation is aligned to the vision of the overall service aims of HCRG Care Group and take steps to address this where it is not
- To support strategic commissioners in the Local Authority or NHS to conduct a service review which may be required outside of the usual operational process
- To work closely with the operational managers of directly provided services to ensure that commissioned services in the portfolio are aligned to any changes in direct provision strategy
- To communicate changes in delivery of providers to the wider team and where necessary the operations leads of directly provided services.
- Where changes in national or local strategy and policy are identified, to develop proposals that identify how these can be applied in relation to contracts in your portfolio.

## Partnership working and ambassador role

- To work with health and social care, and the voluntary sector, to build relationships to assist in providing more integrated services for the local population.
- To develop partnerships with local providers to promote the delivery of high quality and value for money services. Liaising with both individual providers and community groups where required.

- To communicate well with providers within portfolio, maintaining regular contact and ensuring that they are updated regarding local strategic changes that affect their contracts or work in the locality.  
To maintain good relationships with lead strategic partners for the services in both the local Authority and BSW Integrated Care System.

## Governance

- To produce and collate quarterly reports for the performance management framework.
- To attend commissioner service level performance meetings as required and report on issues raised.
- To contribute to team governance processes as required.
- To escalate any serious incidents in line with agreed policies and procedures.
- To support any investigations as required.
- To complete any templates required for reporting to the CCG and local authority and attend meetings where these templates are discussed.

## Technical requirements

- Supporting tender and procurement processes of new contracts as necessary.
- Understanding of local authority and NHS contract management frameworks.
- Fulfilling requirements of NHS contracts.
- To support the development of service specifications and make suggestions in the contract areas under your responsibility.
- Make suggestions for any improvements in performance and compliance indicators in services you are looking after.
- Ability to challenge and set achievable improvement plans for contracted services and team if see areas that require improvement or underperforming.
- Ability to understand and synthesize information for quarterly reviews.
- Prepare and deliver reports to support the Senior Commissioning Managers and Heads of Service as required.
- Ability to work in partnership with multiple organisations but statutory and non-statutory.

## Key responsibilities

In line with the strategy for the Prime Provider that has been set out through the services commissioned within the HCRG Care Group contract in BaNES, and with the support of senior colleagues from within the Commissioning team and the Head of Commissioning, the commissioned services manager role will be;

- To manage quality and contract compliance across a range of services (defined by their line manager) and to support monitoring of contracts (of other contracts) to the wider team where necessary.
- Ensure services has a transformation and service improvement plan that is monitored and evaluated.
- To ensure that each of those services delivers against the agreed plan and escalate any issues or concerns to your manager.

- To work with providers to make improvements to services as required or improve performance.
- To undertake contract management reviews from own portfolio and play a supporting role where necessary with reviews lead by other Colleagues. To contribute to wider transformation projects, and represent the interests of the commissioned services in these.
- To work with team colleagues to promote integration amongst the commissioned services and wider provision of HCRG Care Group directly delivered services.

## Outline of Provisional Job Schedule:

The role is 37.5 hours per week, but with scope to work flexibly with prior agreement.

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training.
- Reading applicable policies and procedures.
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.
- Ensuring the security and confidentiality of all records and personal information assets.
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines.
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead.
- Adherence to the clear desk/screen policy.
- Only using approved equipment for conducting business.

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal, and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Understanding of the Your Care Your Way Programme and the vision for the services
- Experience in working with VCSE organisations
- Knowledge of working with VCSE local to BaNES
- Experience in service development and applying change
- Experience of writing specifications
- Experience of contracts compliance systems.
- Project Management skills
- High level of contracting skills
- Ability to work effectively both independently and as part of a team
- Ability to collate information, evaluate and analyse
- Ability to organise workshops/focus groups/public meetings/conferences.
- Ability to communicate with a wide variety of agencies and professionals both in writing and verbally
- Excellent interpersonal skills, with ability to build strong relationships with other professionals and senior managers
- Good understanding of the NHS and Local authority
- Ability to cope under pressure and deliver to tight timescales

### Desirable

- Service design experience
- Educated to degree level or equivalent experience
- Contract management specific expertise
- Operational role in health and or social care
- Knowledge of the Commissioning Cycle and role with this.

### Other requirements:

Required to travel within the BaNES locality for meetings with providers  
Very occasional further travel may be required



# Job Description

Employee signature

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Manager signature

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