



Telecare Commissioning Manager - Commissioning and Service Improvement Adult Social Care

JOB DESCRIPTION

Service Area:	Adult Social Care
Grade:	9
Responsible To:	Service Manager Partnerships - Commissioning Service Improvement
Primary Purpose:	<p>To build strong relationships with Adult Social Care Operation Team Managers, Occupational Therapists, Registered Social Landlords, Ambulance Trust, Bucks Hospitals NHS Trust, District Councils and the Primary Care Trust in order to embed a partnership approach to the delivery of a county wide Telecare service.</p> <p>To work with partners, service users and carers to lead, develop and implement a Countywide Telecare Strategy.</p> <p>To develop, a commissioning and implementation plan stemming from the strategy; that delivers better outcomes for service users by integrating new Telecare technologies and care pathways with adult social care services.</p> <p>To manage the Telecare budget</p> <p>To manage the Adult Social Care Telecare Officer who will assist with the implementation and delivery of Telecare to the residents of Buckinghamshire. Service delivery will initially focus on Older People, people with Mental Health issues and Learning Disabilities in receipt of Adult Social Care and Supporting People Services.</p>

Main Duties and Responsibilities:

- To build strong relationships and work closely with Adult Social Care Operation Team Managers, Occupational Therapists, Registered Social Landlords, Ambulance Trust, Bucks Hospitals NHS Trust, District Councils and the Primary Care Trust in order to embed a partnership approach to the delivery of a county wide Telecare service.
- To commission Telecare services and associated response services within the County by developing a working partnership between Adult Care Services, District Councils, housing providers and social care agencies.

- Develop information on Telecare based on local and national data, analysing trends and to develop and produce a picture of gaps and best practice
- To develop the commissioning plan in partnership with District Councils, Health and other key commissioners within Adult care Services to promote independence for the whole range of Telecare services that will be available to **ALL** (this includes those who wish to pay for services privately) Buckinghamshire residents.
- To manage the market and encourage quality innovative providers into Buckinghamshire County.
- To work with Adult Social Care Planning and Commissioning Managers to renew and develop changes to client care pathways to ensure that maximum benefit is achieved for clients and partners
- To ensure that Telecare Services are commissioned in line with positive practice for sustainability and to meet the specific needs of the diverse population of Buckinghamshire including black and minority ethnic groups.
- To develop Telecare Services in line with the ethos of promoting and maintaining independence, and support the aims and targets of statutory partners, contributing to a 'whole systems approach' in meeting the needs of service users.
- To publicise as required the availability of Telecare whilst managing expectations (leaflets, shows, media, etc)
- Developing monitoring arrangements for achieving PI's with Partners.
- Provide day-to-day management of the Telecare Officer.

This job description will be supplemented by annual key performance outcomes which will be developed in conjunction with the post-holder. It will be subject to regular review and the Council reserves the right to amend or add to the duties listed. It does not form part of your contract of employment.



TELECARE COMMISSIONING MANAGER PERSON SPECIFICATION

SERVICE AREA: **Adult Social Care**

QUALIFICATIONS	Essential	Desirable
<ul style="list-style-type: none"> • GSCE in Maths and English 	*	
<ul style="list-style-type: none"> • Professional Management Qualification and/or a degree/Technical qualification suitable within the field of operations being managed 	*	

SKILLS / KNOWLEDGE	Essential	Desirable
<ul style="list-style-type: none"> • Ability to communicate effectively both verbally and with written reports at Executive and Operational levels. 	*	
<ul style="list-style-type: none"> • An ability to negotiate with Partners and managers on all levels; to be able to influence and manage change of working practices where required to achieve service goals. 	*	
<ul style="list-style-type: none"> • Experience of managing budgets 	*	
<ul style="list-style-type: none"> • Ability to manage complex projects with multiple partners. 	*	
<ul style="list-style-type: none"> • Able to develop and implement innovative ideas to promote service improvements. 	*	
<ul style="list-style-type: none"> • Good presentation skills using a variety of formats. 	*	
<ul style="list-style-type: none"> • Demonstrates sensitivity to the communication needs of others e.g. sensory loss, physical disability. 	*	
<ul style="list-style-type: none"> • Able to gather, analyse and assess factual and statistical information 	*	
<ul style="list-style-type: none"> • Self-starter with 'can do' attitude 	*	
<ul style="list-style-type: none"> • Able to plan forward and work under pressure. 	*	
<ul style="list-style-type: none"> • Able to deliver on performance outcomes 	*	
<ul style="list-style-type: none"> • Ability to work on own initiative as well as being able to delegate 	*	
<ul style="list-style-type: none"> • Knowledge and understanding of operational matters relating to Telecare and Care {Pathways 	*	

EXPERIENCE	Essential	Desirable
<ul style="list-style-type: none"> • Experience of implementing service change and developments. • Substantial experience in working within a multi agency role, housing, Social/Health Care environment • Substantial experience at management level • Substantial experience of Project Management • Experience of writing and implementing strategies • Experience of service marketing/advertising 	<ul style="list-style-type: none"> * * * * * 	<ul style="list-style-type: none"> *
Competencies:		
<ul style="list-style-type: none"> • Customer Focus. The ability to provide services and deliver solutions that best meet the needs of the customer. • Self Development, Technical and professional expertise. The ability to develop one's self to one's full potential applying technical and /or professional knowledge and expertise • Listening and Communicating. The ability to receive, understand and convey information and ideas effectively to others. • Flexibility and Adaptability. The ability to approach things freshly, with an open mind, and to adapt to change. • Team Work and Building Relationships. The ability to build mutually beneficial and productive relationships between individuals working in a team or with other teams or individuals • Respecting Others and Valuing Diversity. The ability to demonstrate and promote the Councils Community Cohesion and equalities strategy and policy in ways that can be recognised by employees, customers, partners and colleagues. • Decision Making. The ability to make effective decisions that optimise results • Influencing and Negotiating. The ability to persuade others to a particular course of action or viewpoint whilst respecting their concerns, motives or feelings • Achievement Drive. Drive and tenacity to achieve quality performance and to see a project through to final completion and to the highest standard. • Initiative. Ability to spot and seize opportunities and to act without being told. • Professional and Technical Expertise. Ability to develop and apply professional and technical knowledge and skills to achieve business requirements effectively. • Communication. Ability to receive, understand and convey information and ideas effectively using skills in oral and written communication and presentation. • Partnership Working. The ability to work with internal and external providers of similar or complementary services to achieve better outcomes for our community and customers. • Organisational and Political Awareness. The ability to demonstrate awareness of organisational structure and behaviour, and of our political influences and issues. • Business Planning and Strategic Thinking. The ability to define and deliver a clear route to achieving the team/ service /County vision. 		
Other requirements:		
<ul style="list-style-type: none"> • Access to / use of a vehicle is an essential requirement. • This post is exempt under the Rehabilitation of Offenders Act 1974. Due to the sensitive nature of the duties the post holder will be expected to undertake a criminal record check as part of the recruitment process. 		

