

**JOB DESCRIPTION**

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| **JOB TITLE:** | **HEAD OF COMMISSIONING, ASSURANCE AND REFORM**  |
| **GRADE:** | **CHIEF OFFICER 3, LEVEL 1** |
| **REPORT TO:** | **DIRECTOR OF ADULT SOCIAL SERVICES AND COMMISSIONING** |
| **DATE:** | **JULY 2024** |

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| **PURPOSE** |
| A pivotal role in our senior team, reporting to the Director of Adult Social Services and Commissioning and supporting Elected Members, responsible for and providing leadership across the Adult Social Services and Commissioning Directorate. This is a key role in delivering our overarching vision of making South Tyneside a place where people live healthy, happy and fulfilled lives.The post holder will be responsible for driving improvement and reform across the Directorate enabling the achievement of the objectives within our Living Better Lives Strategy. Ensuring the Directorate can meet its statutory responsibilities for Commissioning under the Care Act 2014 and the requirements of relevant regulatory frameworks.  |
| **OVERALL OBJECTIVES OF THE POST** |
| * Provide vision and leadership to support the delivery of high quality, safe services that improve outcomes for people who draw upon care and support and their carers in South Tyneside.
* Lead the Adult Social Care Service and coordinate and deliver the Council’s initiatives and priorities in order to ensure that South Tyneside has strong and sustainable communities and is an excellent place to live, work and visit.
* Work in partnership, as a key member of the Council’s Management Team, in leading specialist areas towards the achievement of the overall corporate vision by pursuing best practice and implementing value for money.
* Contribute to the achievement of the Council’s aims and objectives and secure continuous improvement in performance and standards through appropriate professional leadership, support and professional challenge within an overall framework that safeguards adults, their health and wellbeing.
* Develop and implement locality-based strategies for a broad portfolio of diverse service areas within South Tyneside and align all activity to the Directorate’s strategy and business model.
* Design and deliver value for money integrated public services and ensure attention to improving efficiency and robust cost management.
* Act as a figurehead for the service areas managed, liaising with Members, non-executive directors, and senior individuals in external agencies, regionally and nationally, to influence agendas and increase inward investment.
* Drive appropriate organisational improvement, transformation, lead cultural, and policy change in line with the Council’s vision and values.
* Take responsibility for managing risks and resolving issues that may have a significant impact on the Council, for example, financial or political.
* Establish appropriate performance standards and determine priorities for resource allocation to meet clearly defined customer expectations.
* Ensure the provision of expert technical advice by service areas to senior leaders and partner organisations.
* Make recommendations for service improvement by creating an environment where new ideas can flourish and be implemented.
* Provide exemplary leadership to the council to ensure behaviours meet organisational values and create a working environment where employees can deliver their best and holding others accountable for their decisions.
* Recruit, lead and support staff to achieve quality services and encourage staff to develop their own understanding, knowledge, and skills to ensure effective service delivery at all levels, and a workforce committed to the improvement of services to adults and their carers.
* Ensure a comprehensive, flexible, and coordinated response to the needs of individuals and or their carers in the community and a committed and supportive working environment to deliver high quality services.
* Lead from the front through personal example, open commitment and clear action, valuing diversity, celebrating equality, involving, and empowering people, encouraging innovation, and promoting a clear customer focus and performance culture.
* Strategic Planning and Management of the Borough’s Better Care Fund and associated integrated funding streams. Working with system partners on joint and integrated commissioning plans, and integrated service delivery taking account of the NHS 10 Year Plan and priorities for Neighbourhood Health Plans.
* 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
* 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.
* 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.
* 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.
* 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.
* 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.
* Senior Responsible Officer for Directorate Assurance, working closely with the Principal Social Worker to ensure strong practice assurance is in place.
* Ensure there is a strong commitment to coproduction within the Directorate and the work that is undertaken in relation to developing new services, understanding what is working well and what needs to change.
* Ensure services are planned to meet the needs of our local communities and there is strong understanding of the needs of our local population.
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| **KEY AREAS OF RESPONSIBILITY**  |
| **Key Areas of Responsibility*** Strategic Commissioning
* Integrated Commissioning
* Market development
* Market oversight
* Quality Assurance
* Brokerage of support
* Service performance and assurance
* Reform, service and business planning
* Strategic oversight of pooled funding streams
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| **KEY TASKS OF THE POST** |
| **Corporate Management*** As a member of the Council’s Senior Management Team, contribute towards the effective management of the Council and the achievement of the Council’s corporate aims and assist in the development and implementation of corporate projects and initiatives.
* Advise and support Elected Members in pursuing the Council’s objectives and the provision of social care services for adults and or their carers. Advise Elected Members of the Council’s policies and procedures and professional obligations with regards to adults, carers, safeguarding matters and legislative duties.
* Work in partnership with other Heads of Service, each a key member of the Council’s Management Team, leading the service towards the achievement of the overall corporate vision by pursuing best practice and innovative ways of workings.
* Develop positive, influential and productive internal and external partnerships.
* Contribute to corporate teams tackling cross-cutting issues.
* Act for the Director of Adult Social Services and Commissioning as required.

**Performance Management*** Within the corporate framework, establish processes for managers to monitor and evaluate standards of service and performance which take account of service user and carer needs and the provision of efficient and effective services which provide value for money.
* Ensure effective performance management systems are developed and maintained to ensure the delivery of effective social care services to adults and or their carers.
* Ensure that strong, quality audit and assurance systems are in place.
* Ensure the effective co-ordination, management and deployment of all resources, including budgetary control, within the service area, using established decision-making processes and in accordance with professional procedures and the Council’s standing orders and financial regulations.
* Manage risk to young people, adults and or their carers, employees and to the reputation of the Council.

**Operational Management/Service Delivery*** Provide leadership and management to the Adult Social Services and Commissioning Service to achieve financial, legislative and policy objectives through an appropriate management ethos and culture.
* Lead and direct the activities of the service area to optimise the use of resources, respond effectively to current priorities and plan to meet future requirements, reacting and adapting quickly to any changes required.
* Develop strategic service and work plans and appropriate inter agency joint planning. Ensure strategies and plans respond to and reflect service user needs and changes in legislation.
* Responsibility for commissioning and de-commissioning services and renegotiating and monitoring service contracts in response to social care needs, having due regard to the values which underpin the service to be delivered and the Council’s financial requirements.
* Lead the quality agenda for adults in respect of the provision of support within the service and on an inter-agency basis, working closely with the Safeguarding Adults Board as well in respect of this.
* Lead as appropriate on joint planning issues for adults and their carers; enabling the views of people who draw upon care and support and their carers to influence service development proposals for social care and wider services.
* Develop innovative responses to the challenges facing the Council in relation to its adult social care. Lead the strategic development of services through changes in the local and national landscape, transforming services as appropriate.
* Provide effective leadership, guidance, and support within the service to enable appropriate responses to sensitive and demanding situations involving the most vulnerable groups. Make decisions and exercise professional judgement accordingly.
* Oversee issues of quality and risk in relation to the work of the service. Lead a culture of service improvement, overseeing work, to support the well-being of employee and people who draw upon care and support.
* Lead the corporate agenda for adults and their carers, promoting the importance of coproduction and advise Elected Members, particularly the Lead Member for Adults, Health and Independence, and the Scrutiny Commissions, as appropriate.
* Be an active contributor to partnerships, inspiring connections between teams and services in order to improve outcomes for adults and or their carers.
* Effectively manage the workforce ensuring that all employees operate within a productive environment and learning culture which is both conducive to the continuous improvement and performance of the service.
* Ensure the voice of the person is heard in everything we do by making authentic co-production business as usual’ so our residents and people using adult social care are able to influence and shape our future direction.
* Be an active member of the regional and local ADASS networks and adopt learning and best practice from other areas.
* Develop performance and quality management systems that deliver excellence and inspire staff.
* Lead and be responsible for the preparation for improvement and assurance within the service, working closely with the Principal Social Worker and the DASS.
* Ensure all of the provider services meet regulatory requirements and there is a program of continuous improvement within the services to meet the outcomes of those accessing support.
* Ensure that the Directorate is able to meet its statutory responsibilities under the Care Act 2014 in respect of the Provision of Support and Meeting Need.
* Champion a commitment to equality and diversity throughout the service and to implement relevant anti-discriminatory policies in all aspects of the service’s work.
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| South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. All employees have a responsibility to undertake training and development as required. They also have a responsibility to help, where appropriate and necessary, with the training and development of fellow colleagues.All employees have a responsibility of care for their own and others health and safety.The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post. |