



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: CHC Complex Case Manager

GRADE: Band 8

RESPONSIBLE TO: Joint Commissioning Lead

Overall Objectives of the Post:

To work with patients who have been assessed as meeting the NHS Continuing Healthcare Criteria (2012).

To undertake care management duties, in order to meet the assessed needs of patients who receive NHS Continuing Care funding, communicating and working in partnership with GPs, social services and other statutory and voluntary organisations including service users.

To co-ordinate and ensure timely and effective discharge from hospital in patient services whilst ensuring appropriate risk management is undertaken.

To review the identified care package provision in line with the individuals needs, value for money and Standards for Better Health.

You will undertake work on an ad-hoc or special projects at the request of the Head of Integrated Commissioning and the Joint Commissioning lead.

Key Tasks of the Post:

The Senior Case Manager will assess and care-manage residents across South Tyneside.

An integral part of the role will be the identification and management of risk in relation to individual health needs and the review of the management of the care will be completed by this post liaising with other professionals the patients and their relatives as necessary to provide holistic care.

Recommendations for changes of care will be identified by the case manager and approved by the senior case manager.

- To co-ordinate and ensure the timely, effective and safe discharge of those patients who no longer meet the NHS Continuing Healthcare criteria.
- To liaise closely with Local Authority professionals to ensure appropriate transfer from Local Authority funding to CHC and vice-versa.
- To deputise where required.
- Continuing responsibility for a caseload of approximately 30-50 patients.
- To ensure identified priorities are addressed and improvement outcomes are demonstrated for Care Providers.

- To undertake holistic assessment in conjunction with the multi disciplinary team for patients identified as meeting CHC. This will include liaising with other professionals, carers and family members to identify care needs and plan to meet these needs.
- To identify the risks presented by the needs of individuals and develop person centred, cost effective care plans, working with specialist health professionals to manage these risks and individuals needs.
- To guarantee providers are evidencing that packages of care are based on patient needs to ensure value for money.
- To monitor and review care packages with other professionals involved in the care provision, undertaking scheduled and unscheduled reviews for patients with CHC needs, ensuring that the care provision, quality of care and the setting is appropriate to need.
- Develop and evaluate delivery of care through continuous review of evidence based clinical standards and ensure these are within agreed framework incorporating policies, protocols, procedures and Standards for Better Health.
- Support and facilitate ongoing professional development.
- Supporting and working with carers and wider family members.
- To identify and manage issues in line with Safeguarding procedures.
- To ensure care is delivered in line with the Mental Capacity Act 2005.
- Managing care at the end of life linking with palliative care and end of life care teams to provide this.
- Liaise with specialist professionals (eg community Matrons, district nursing, specialist nurses, and consultants) in the management of complex health issues for patients meeting the continuing healthcare criteria.
- Develop an evidence based personal care plan with patients, carers, relatives and health care professionals.
- Advice and support trained staff with issues concerning Community Care and NHS CHC.
- Compliance with governance requirements for record keeping.
- Ensure personal adherence to all corporate policies and procedures and be accountable for their own professional practice in accordance with the Professional Code of Conduct.
- To line manage the Band 6 case managers.
- To deputise for the Commissioning Manager where required. Including the authorisation of care provision in the absence of the Commissioning Manager.
- To work closely with CCG's and nurse assessment teams to ensure a safe transition of care and information.

To line manage the case managers and ensure the management of care provision within commissioning guidelines/policy.

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. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

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.

Reference: SG/CL

Date: 6.09.19