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| **Job Description** | |
| **Post title** | Panel Liaison Officer |
| **JE Reference No** | N11029 |
| **Grade** | Grade 10 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care- LD/MH |
| **Reporting to** | The post holder will be directly accountable to the LD / MH Project Lead with matrix management by Senior Commissioning Officer LD / MH and Principal Accountant - AHS |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Covid-19 Vaccination** | Under the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 in order to enter a care home, individuals must be able to demonstrate that they have received a complete course of their COVID-19 vaccination, unless exemptions apply. A complete course may refer to one or two doses of the vaccine, depending on the type of vaccine. It does not cover booster doses. Extending the policy to cover booster doses would require amending the regulations and be subject to parliamentary approval. |
| **Flexitime** | This post **is** eligible for flexitime |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

This is a hybrid role between Adult Care Operations, Commissioning and Finance with a focus on the JVDM Panel and its Commissioning and Joint funding outcomes.

It will consider value for money and accountability between commissioning and operations.

This role will support the existing mutli disciplinary JVDM Panel strengthening partnership decision making related to LD/MH (including 14-25 Navigation) cases.

The role will also support the assurance system **around the Panel process** which promotes electronic communication, automated processes and which helps to minimise delays in meeting the needs of all stakeholders.

The postholder will also work with Finance and Commissioning to develop whole system processes for funding agreement and payment decisions (by individual partners or via S256 Statutory Agreements)

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for.

* To further develop and maintain an accurate outcome recording and information system which supports the delivery of statutory and non-statutory social care functions aligned to adult social care case management system (Azeus).
* To identify and develop the multiple dependencies associated with panel operations and clarify the relationship with each, including any key integration requirements.
* To lead review work with a broad range of stakeholders, including service users, providers, health partners and corporate services to ensure that key service processes and workflows are defined and implemented.
* To lead the development and implementation of financial quality assurance systems to ensure that social care information meets integrated service and partner requirements (both financial and operational)
* To lead the development of an agreed programme of training and user acceptance testing for all partners.
* To coordinate outcomes across key project implementation groups, ensuring that critical dependencies and risks are clearly identified and that key deliverables are achieved.
* To lead the production of key documentation including business process reviews, risk logs, end of stage reviews and highlight reports as required for internal and partner governance boards.
* To ensure the processes are taken forward in alignment with the key strategic vision for the Council
* To lead the development and implementation of a communication plan for management, staff, partners
* To undertake regular reviews of health funding arrangements for individual packages of care (including annual uplift communication) with operational services and health partners.
* To assist in reviewing the Azeus panel functions to meet Commissioning, Operations and Financial Services requirements.
* To support Strategic Managers in addressing panel outcome issues linked to commissioning processes.
* To co-ordinate CHC checklists and DST requirements identified via panel processes and enable accurate reporting for panel consideration and authorisation.
* To resolve queries between operational teams/payments team/health/providers to ensure accurate panel decisions and outcomes
* To provide support to Operational Managers around panel requirements for complex packages of care.
* To build effective networks and act as liaison officer between Operational Teams, Commissioning, Health, Financial Services and Providers.
* To ensure a whole system approach to decision making and outcomes via an understanding of, and input to CAG, panel, CHC screening, DST, joint funding arrangements, provider communication and information to Commissioning re placements/voids and subsequent updates to health
* To ensure accurate recording and action flow of panel outcomes
* To analyse panel outcomes and liaise with Children's Services Commissioning/Financial Services and Health regarding the Navigation Service processes, feeding commissioning requirements from panel to children’s services and AHS.
* To analyse panel outcomes and liaise with AHS Commissioning/Financial Services and Health regarding the Navigation Service processes, feeding commissioning requirements from panel to children’s services and AHS.
* Commitment to continuous professional development.

The postholder will also be required (in the short term), prior to full Azeus development:

* To ensure effective panel administration prior to panel meetings, this will include proposal authorisation by managers, agenda consideration including separate classification of health funded cases and joint funding arrangements.
* To ensure correct costings within panel proposals

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

**Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

**Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

**Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

**Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

**Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

**Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

**Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

**Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

**Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

**Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | NVQ Level 4 or equivalent in a relevant discipline |  |
| Experience | Experience of process mapping or delivery of improvement activities  Experience of implementing new systems and processes  Experience of working with and liaising across a broad range of stakeholder levels of management and staff (Internal and External)  Experience of partnership working in delivering services.  Experience of producing and presenting analysis and reports to management | Experience of Change Management  Experience of working with Health  Understanding of finances and systems in health and social care.  Strong networking skills across commissioning, finance, operations, and partner agencies.  Ability to manage small projects |
| Skills & Knowledge | Strong analytical skills and attention to detail  An understanding of the importance of information and communication technologies in meeting service user and organisational needs.  Use of a broad range of software including Microsoft Office  Ability to communicate technical information in ways which can be understood by customers.  Knowledge of relevant Commissioning/ Operational, Financial policies and procedures  Ability to deal with competing priorities and deadlines.  Ability to build relationships and negotiate effectively.  Excellent communication and presentation skills.  Knowledge of the Data Protection Act.  Commitment to continuous professional development | Knowledge of Local Government  Social Care Information Systems  Understanding of Financial Agreements with Health Partners |
| Personal Qualities | Managing broad workload to tight deadlines  Self-starter and responsive to others  Innovative thinker  Systematic and analytical approach to problem solving  Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance).  Ability to influence and motivate others.  **Covid-19 Vaccination-** Under the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 |  |