



**LONDON BOROUGH OF MERTON
COMMUNITY & HOUSING DEPARTMENT**

JOB DESCRIPTION

POST TITLE: Head of Assessment and Commissioning

Grade: MG3

DIVISION/SECTION: Community and Housing

Location: Civic Centre

Responsible to: Director – Community and Housing

Responsible for: Service Manager: Access and Assessment; Service Manager: Learning disabilities; Safeguarding Adults and DOLs Manager; Performance Manager; Planning and commissioning Manager; Brokerage Manager; Procurement Manager

Budget £47 million

Post number:

Date: October 2014

1. MAIN PURPOSE

- As a member of the C&H management team to lead and manage staff, processes and relationships to design and deliver solutions for Merton residents and social care customers within the resources limits set by the council
- To provide cross cutting leadership on commissioning, integration with health, personalisation, information systems and performance within Adult Social Care.

2. MAIN DUTIES AND RESPONSIBILITIES

- Leadership of the commissioning function, including use of relevant data about needs and opportunities and performance, options appraisals of commissioned solutions, delivery of chosen options through procurement.

- Leadership of procurement within the department, including having a procurement plan, an up to date contracts register, the letting of contracts to achieve value and in accordance with council standing orders, and the monitoring of contracts for quality and value.
- Oversight of the local social care market
- Leadership of the prevention programme which keeps citizens using mainstream and local facilities and services for as long as possible, and which finds solutions for those with some social care needs which promote resilience and independence. Leadership of relationships with the voluntary sector to achieve this.
- Leadership of those functions and teams which offer a first point of contact and response (other than hospital discharge) for residents, including the existing Merton Adult Access Team, occupational therapy/equipment service. Ensure that these functions offer a coherent response which promote independence, avoid over assessment or drawing people inappropriately into having the council manage services for them, but which meet statutory requirements.
- Leadership and management of those functions and teams which offer a longer term support service where appropriate, including the learning disability team and the three locality teams for older people and those with physical disabilities and sensory impairments. Ensure that this longer term support is integrated with NHS responses, and that it follows principles of promoting independence. Ensure that any interventions are based on agreeing goals and outcomes. Ensure that support packages are reviewed in a targeted and purposeful manner, taking into account changing needs and the goal of helping customers maximise independence.
- Ensure that resources are allocated fairly between customers taking account of the resource limits within which the service has to operate. Methodology for such fair allocation may include the “best value alternative” from brokerage and a resource allocation system for personal budgets. As funding reform is implemented it will also include agreeing a fair rate at which progress is made towards the £72k cap.
- Enable customers to take control of their own support as far as possible. This may be through direct payments, Individual Service Agreements, or other means.
- To lead of quality and performance, ensuring that the quality of assessment processes and commissioned services are of the highest possible quality and taking steps to address poor performance. Ensure that high quality performance data is used to enable the Adult Social Care teams to manage performance appropriately and deliver improved outcomes and closely managed budgets.

- To provide the strategic leadership for the adults safeguarding function in Merton.
- To oversee the Financial assessments, brokerage and direct payments processes ensuring a high quality service and that income and value for money is maximised.
- To deputise for the Director when required.
- Any other duties commensurate with the post.



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Knowledge

- Understanding of the principles of outcome based commissioning and performance management frameworks for commissioned services
- Knowledge of national public health and social care issues and challenges
- Understanding of the statutory drivers and responsibilities of social services and Clinical Commissioning Groups (CCGs)
- A clear understanding of the principles of Value for Money (VfM)
- An understanding of the importance of learning and development in service delivery

Skills

- Successful strategic leadership with the ability to lead, manage, mentor and motivate staff
- Ability to manage a complex set of tasks including needs analysis; demand analysis, modelling and capacity planning; market management; procurement; performance management

- Ability to work successfully across professional organisations and with a multitude of stakeholders, including well developed negotiating, facilitating and influencing skills
- Strong customer focus
- Excellent verbal communication skills including briefing senior managers and board members
- Excellent written communication skills and the ability to translate complex information into formats that support decision making by operational managers
- Strong numerical skills and the ability to interpret statistical data
- Self-motivated, proactive and innovative
- Ability to make a wider corporate contribution to the Local Authority and CCGs strategy and decision making, operating comfortably at a senior level within organisations including with politicians and board members.

Experience

- Previous successful experience at a senior management level
- Experience of achievement in specific areas including:
 - Service redesign for improved outcomes
 - Initiatives that led to improved value for money and / or savings
 - Reshaping the supply chain / market or providers in a specific area to achieve better outcomes
 - Successful negotiation of contracts for improved outcomes
 - Using / sharing data and evidence to support sound decision making
 - Demonstrate competence in leading and managing complex projects
- Experience of successful collaborative working with other agencies
- Management of a range of professional staff
- High level budget management skills
- Advising, influencing and persuading corporate management / elected members on major strategic issues relating to the post