

CHC Operational Lead – Band

Job Title: All Age Continuing Care (AACC) Operational Lead

Band: Band 8a

Responsible to: Head of Operations and Clinical Quality for AACC

Accountable to: Associate Director of Quality and Patient Safety

Base: Expected to work and travel across BSW.

Job Purpose

The AACC Operational Lead must hold a professional registration and under the supervision of the Head of Operations and Clinical Quality for AACC will be responsible for:

- Under the direction of the Head of Operations and Clinical Quality for AACC you will manage and support a team of nurses and allied health and care professionals, allocating resources and ensuring high quality continuing healthcare assessments are undertaken in line with national and local policies and procedures.
- Deputise for the Head of Operations and Clinical Quality for AACC at internal and external meetings, and leading the service as requested.
- Act as the AACC lead representative at a locality level, providing timely reports to the locality team and providing expert opinion on all matters relating to AACC.
- To provide leadership and management to the NHS Continuing Healthcare Service on all issues relating to service provision.
- You will be responsible for ensuring all clinical activity is delivered in line with the National Framework for NHS Continuing Healthcare (2022), NHS funded-nursing care (revised 2018). National Framework for Children and Young People's Continuing Care (2016).
- Managing the delivery of the clinical operational service daily, supporting the clinical and social care professionals in decision making, case management and problem resolution.
- Ensuring maximum deployment of staff to achieve the service aims of high quality, timeliness, and responsiveness.

- To lead in the coordination of training & development and recruitment activity across the clinical team.
- Development of good working relationships with Local Authority colleagues, Care Homes, domiciliary care providers, colleagues from other NHS providers, and regional and national ICB CHC leads and NHSE colleagues.
- Take a leadership role in promoting and safeguarding the welfare of vulnerable adults.
- Represent the ICB and influence the local safeguarding processes, ensuring safeguarding plans are reviewed and robustly monitored for highly complex specialist physical disabilities cases, people with a Learning Disability or Neuro / Acquired Brain Injury that are under AACC.
- Support and provide guidance to team members to manage the team's business support function, including developing and managing the team's business plan, progress and reporting risk and issue management, achieving quality outcomes.
- Act as a specialist practitioner for own area, including interpretation and implementation of relevant national guidance and service improvements.
- Provide support to team members with the management of contentious cases which are highly complex and sensitive, acting as ICB representation in legal proceedings.
- Ensure NHS AACC guidance is followed and that services are delivered to maximise patient safety by meeting their assessed on-going clinical and care needs.
- Take oversight and responsibility of the delivery and day to day management of specific functions to assure the safe and effective delivery of all assessments and reviews.
- Represent the ICB when presenting cases at IRP ensuring they stand up to legal scrutiny and NHSE scrutiny.
- Represent the ICB on IRP panels with NHSE giving expert clinical advice and CHC framework guidance as part of the panel.
- Liaise with appropriate functions within the ICB and the Local Authorities across the ICS, and other ICBs.
- Provide support to team members who lead on highly complex cases acting on behalf of the ICB in court of protection and safeguarding proceedings.
- Provide support and guidance to team members to lead and implement DOLs (Liberty Protection Safeguards) for CHC patients in the Community with legal team support.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the Integrated Care Board.

Main duties and responsibilities

Communication

- Communicating with patients, families / representatives, other NHS and Local Authority staff and private providers in a sensitive manner where the nature of the communications may be highly sensitive and emotive.
- Ensuring accurate and open communication with all stakeholders including other health and social care staff and private providers of care.
- Responsible for preparation of correspondence and complex reports as requested.
- Presenting information and issues, explaining highly complex issues, to a wide range of internal and external stakeholders
- Undertake complaints investigations and responses pertaining to AACC on behalf of the ICB.

Financial and Physical Resources

- Provide regular reporting on the targeting of resources and monitoring their implementation from a value for money perspective.
- Monitor staff performance and provide support and/or direction on how to ensure maximum productivity.
- Authorisation of packages of care up to approved limits and in line with ICB Scheme of Delegation and Standing Financial Instructions

Staff Management

- Manage the Team's activity, including developing and managing the team's activity and reporting on performance, risk and issue impacting on performance management.
- To provide leadership and provide advice and expertise on all assessments for NHS continuing healthcare, NHS Funded Nursing Care, and Children and Young People's Continuing Care.
- Develop, implement and oversee management of processes in line with the current assessed needs, prior to commencement of the care package.
- To provide a professional, high quality service to service users.
- To ensure that all completed documentation is quality checked prior to being submitted to the ICB for ratification of MDT recommendation
- To liaise with partners within your locality including but not exclusive to, local authority, NHS Trust providers Acute and Community, Primary Care and third party contractors

- To liaise with key partners to identify areas for closer working and opportunities for integration within the locality to improve overall service delivery to our service user
- To be accountable for the delivery of healthcare professional coordination expertise in the locality, and representing the NHS continuing healthcare service at key locality meetings
- To promote a style of leadership that develops and empowers staff, recognizing achievements and providing support and assistance
- To represent BSW ICB interests and ensure adherence to their policies and procedures at all times
- Maintain an awareness of professional development for the team and individual
- Co-ordinate and maintain the recruitment and retention of the AACC team.
- Line management and supervision of nominated Clinical Leads.
- Take a lead in the coordination of training and development across the team and the wider system.
- Manage staff, undertaking appraisals, development planning and if necessary supporting and managing staff through recognised HR processes.

Information Management

- Maintain and update information on activity and output for key functions, locality and BSW.
- Devise and provide improvements to current management information, analysing, reporting and suggesting procedures to enhance decision making processes.
- Ensure timely and accurate information analysis and reporting to management on agreed areas of work, using a variety of methods.

Research and Development

- Actively supports and contributes to the development of key performance indicators
- Contributes to ensuring processes are in place for sharing learning and outcomes
- Participate in any service improvement audit and research to enhance the safe and effective delivery of AACC.
- Undertake audits in relation the consistency of the AACC and Funded Nursing Care assessments and decision making, including the support of the national CHAT platform

Policy and Service Development

- Proposes changes to own project/function, informing policy and making recommendations for other project delivery.
- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to project management.
- Development and adherence to processes and procedures especially in regards to the procurement of placements and home based care
- Develop a culture that promotes equality and values diversity. The post holder must be aware of and committed to the equality and diversity policies of BSW ICB, comply with all the requirements of these policies and also actively promote equality and diversity issues relevant to the post.

Person Specification

Key Skills Required to undertake this role.	Essential on Appointment	Desirable on appointment	How this will be measured.
Qualifications	<ul style="list-style-type: none"> Registered with NMC (or equivalent to specialist health profession) or Allied Health Professional (AHP). Educated to Post-graduate degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area. Master's Degree level or equivalent professional experience in specialist area and/or management. 		Application form / references / interview
Knowledge	<ul style="list-style-type: none"> Highly developed specialist knowledge of healthcare needs and complex care areas. Experience and awareness of NHS Continuing Healthcare. Working knowledge of NHS Long Term Plan, current legislation, and quality agenda. Experience of managing a team. Significant experience of successfully operating in a politically sensitive environment. Evidence of continued professional 	<ul style="list-style-type: none"> Awareness of physical disabilities commissioning. Highly developed specialist knowledge underpinned by theory and significant experience. Demonstrated experience of co-ordinating projects in complex and challenging environments. Comprehensive knowledge of project principles, techniques and tools, such as Prince 2 Foundation and Microsoft Project. Knowledge of Financial Systems e.g., monitoring budget management, 	Application form / references / interview

	<p>development.</p> <ul style="list-style-type: none"> • Experience of managing risks and reporting. • Experience of drafting briefing papers and correspondence at senior management team level. • Experience of monitoring budgets and business planning processes. • Understanding of the public sector. • Demonstrated experience in a Healthcare environment. • Experience of setting up and implementing internal processes and procedures. • Experience of setting up and implementing internal processes and procedures. 	processing invoices and procurement.	
Skills Capabilities and Aptitudes	<ul style="list-style-type: none"> • Clear communicator with excellent written and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately to a diverse and varied range of audiences consisting of internal and external stakeholders. • Proven interpersonal skills to work with staff at all levels as well as individuals and/or their representatives. • Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and 		

	<p>a broad range of stakeholders as required.</p> <ul style="list-style-type: none"> • Experience of creating and giving presentations to a varied group of internal and external stakeholders. • Ability to analyse very complex issues where material is conflicting and drawn from multiple sources. • Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making. • Numerate and able to understand complex financial issues combined with deep analytical skills. • Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales. • Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly. • Working collaboratively with a range of stakeholders and the management of variety of relationships • Proven negotiations skills around the review of packages of care to ensure outcomes are delivered while ensuring best use of resources. • Resilience to deal with highly emotive and contentious issues, complaints, and 		
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	confrontation.		
Values and Behaviours	<ul style="list-style-type: none"> • Commitment to and focused on quality, promotes high standards in all they do. • Able to make a connection between their work and the benefit to patients and the public. • Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients. • Values diversity and difference operates with integrity and openness. • Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others. • Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation. • Actively develops themselves and supports others to do the same. • Understanding of and commitment to equality of opportunity and good working relationships. • An ability to maintain confidentiality and trust. • Adaptability, flexibility and ability to cope with uncertainty and change. 		

Special Requirements of the job:



**Bath and North East Somerset,
Swindon and Wiltshire**

Integrated Care Board

- The role will involve business travel throughout BSW, regionally and nationally.

SAFER RECRUITMENT

Equality & Diversity

The Organisation is committed to applying the principles of equality and diversity at all times. You are required to be fully conversant with this policy, breaches of which may be considered as gross misconduct.

Health and Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to maintain awareness of safe practices and assessment of risk.

Risk Management

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager / supervisor at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided, and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

Protection of Children and Vulnerable Adults

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the organisational procedure for raising concerns about the welfare of anyone with whom they have contact.

The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the organisation to provide high quality services.

Infection Prevention and Control

The organisation is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All organisation staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the organisation.

Policies and Procedures

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager.

The organisation operates a policy which promotes a smoke free environment.

Appraisal and Personal Development

The organisation is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

Information Governance

It is a contractual requirement for the post holder to ensure that they have or acquire the necessary skills to implement good practice in all matters relating to information governance and in particular the processing of personal data, special categories of personal data and personal confidential data whether they can be attributed to an

identifiable individual or not. Staff must also be aware of their obligations with regard to the processing of commercially confidential information.

The post holder must adhere to information governance and related policies and procedures and be aware of the need for their compliance to the relevant Data Protection Legislation including the Data Protection Act 2018 (DPA 2018), the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the Law Enforcement Directive (LED) (Directive (EU) 2016/680), regulations made under the DPA 2018 and any applicable national Laws implementing them as amended from time to time. This includes all applicable Laws concerning privacy, confidentiality or the processing of personal data including but not limited to the Human Rights Act 1998, the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive).

Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of good information governance practices.

Records Management

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may include paper based patient or staff records, administrative and corporate records, photographs, microfiche, audio recordings, e-mails, electronic and scanned records and messages received and sent through the various social media channels currently available.

Data Quality

The organisation is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with relevant standards in line with the principles and requirements of the Data Protection Legislation. The post holder is responsible for ensuring any data and information recorded by the individual complies with all policies relating to the management of the organisations data and information.

Partnership Working

The organisation is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development,

diversity at work, commitment to modernisation and delivering the highest standards of performance.

Equal Opportunities

The organisation is committed to respect for others (staff and patients), equality of opportunity and diversity in the workplace. All managers and staff must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

Financial Instructions

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.

Financial Regulation

All staff are responsible for security of the organisation's property, avoiding loss or damage and being economical and efficient in the use of resources. Staff should conform with the requirements of the Standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Sustainability

It is the responsibility of all staff to minimise the organisation's environmental impact by recycling wherever possible, switching off lights, computer monitors, **electric heaters are also turned off when not in use and not left unattended**, minimizing water usage and reporting faults promptly. Staff should take note of relevant communications and attend mandatory training when required.