

## ANEURIN BEVAN UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

#### JOB DETAILS

<b>Job Title:</b>	Case Manager, MHLCD Commissioning Team
<b>Band:</b>	Band 7
<b>Salary Scale:</b>	
<b>Hours of Work:</b>	Full Time
<b>Department:</b>	Mental Health & Learning Disabilities
<b>ABHB Function:</b>	Commissioning Team
<b>Base:</b>	St Cadoc's

#### ORGANISATIONAL ARRANGEMENTS:

**Accountable to:** General Manager, Mental Health & Learning Disabilities Division

**Responsible to:** Commissioning Service Manager, Mental Health & Learning Disabilities Division

#### JOB SUMMARY

The post holder will ensure the provision of seamless, integrated services or package of care for individuals who meet Continuing NHS Healthcare criteria. They will have a key role in the implementation of the National Framework for Continuing NHS Healthcare within the Mental Health & Learning Disabilities Division and will provide a case management function to a caseload of patients / service users eligible for Continuing NHS Healthcare or are subject to 117 that require commissioned services as have needs that cannot be met by core services. The post holder will support the development and implementation of governance arrangements to improve the quality of care/service delivered to the local population, regardless of setting.

#### KEY RESPONSIBILITIES

##### Patient/Service User related duties

To provide a case management role to a caseload of patient/services users to include the contribution to the development and implementation of an appropriate package of care, clinical compliance monitoring, implementation of a robust review programme, and provision of ongoing guidance and support to the nominated Care Coordinator.

To support the decision making process by acting as chair in multi-disciplinary team meetings to ensure that process is robustly adhered to.

To ensure that commissioning decisions are lawful and reflect National priorities and agreed national and local service strategies.

To provide direct support to Care Coordinators in the development of new Continuing NHS Healthcare applications including the sourcing of appropriate providers and packages of care for patients/service users who meet Continuing NHS Healthcare criteria.

To quality assure Continuing NHS Healthcare applications for patients / service users on colleagues' caseloads.

To attend the Corporate Quality Assurance Panel and present cases on behalf of the Division and be responsible for the follow up of any action as necessary. To report ongoing/developing concerns relating to provider performance, updates on Corrective and Development Action Plans etc as necessary.

To undertake reviews for patient/service users on the caseload to ensure contractual arrangements are being adhered to in relation to the delivery of clinical care. As a minimum, reviews should be undertaken on a twice yearly basis and in conjunction with the Care/CPA Co-ordinator through attendance at review meetings. Independent ad hoc monitoring should also be undertaken.

To ensure all Continuing NHS Healthcare activity for patients/services on the caseload is appropriately documented in line with professional and organisation standards.

To promote a culture of collaboration across professional and organisational boundaries, maintaining a patient/service user focussed whole systems approach across the primary, community and secondary care interface for NHS Complex Care.

To ensure the communication of results of commissioning decisions about individual NHS Complex Care treatment decisions are conducted in a timely and clear manner.

To ensure that patients/service users and carers are appropriately involved in the planning and commissioning process and that resulting service changes are consulted upon appropriately.

To plan, develop, implement, evaluate and monitor effective user representation in planning mechanisms, specifically for NHS Complex Care.

To advise clinical teams and managers within the Division on processes for Continuing NHS Healthcare.

To attend the Divisional Peer Review and/or LD CHC Consultation Panels and provide updates as necessary for patients/services users on the caseload.

To provide direct support to project work in relation to the development of packages of care/service provision for patients/service users on the caseload.

To work within Child Protection and Adult Protection guidelines.

To be actively involved in the identification and management of clinical risks for patients/service users on the caseload and notify the Service Manager of any issues that may put a patient/service user at risk.

To advise the Service Manager of any performance issues identified during reviews and ongoing monitoring.

To ensure that relevant statutory policies and procedures are adhered to in relation to Consent, Capacity, Mental Health Act etc.

To lead on a range of specific NHS Complex Care service reviews, audits, monitoring and evaluation of patient services.

### **Planning and Organisational**

To develop and maintain working relationships across a number of agencies including the 5 Health Board Localities, 5 Local Authorities, Primary Care Practitioners, Divisional clinical teams, central Complex Care team and other ABHB staff.

To develop, maintain and provide an advanced knowledge and understanding of NHS Complex Care strategies and policies.

To contribute to the Clinical Governance agenda through participation in clinical risk management, performance management, clinical audit, patient and public involvement and research.

To work proactively with others to facilitate improvement in NHS Complex Care service delivery in line with national and local policies.

To contribute to and monitor the Escalating Concerns Protocol, specifically in relation to the development and monitoring of Corrective and Development Action Plans.

To support the operational development of an effective and efficient procurement process.

In conjunction with the Service Manager, lead market development arrangements to ensure a range of high quality providers are available and support the development and ongoing maintenance of a provider compendium.

To promote a culture of collaboration across professional and organisational boundaries to deliver NHS Complex Care national and local objectives.

To provide advice, support and training on planning and commissioning issues to Divisional clinical teams and managers as necessary.

To ensure services are delivered in a manner consistent with the achievement of Health Board objectives and policies for NHS Complex Care.

In conjunction with the Service Manager, lead the development of joint commissioning strategies and plans for NHS Complex Care.

To contribute to the development of Health Board strategies, policies and plans, specifically for NHS Complex Care.

To develop and implement processes for the effective engagement of professionals, users, carers and the public in NHS Complex Care service planning and development.

To contribute to Organisational objectives and plan and organise own workload to deliver personal and corporate objectives.

To support the development of systems and processes on a local, regional and national basis to improve the planning and commissioning cycle for NHS Complex Care.

To support the Complex Care Team to ensure that NHS Complex Care commissioning decisions reflect local and national service strategy.

To ensure that requests for individual patient treatments are dealt with effectively and efficiently.

To plan, develop, implement, evaluate and monitor a range of NHS Complex Care service developments.

### **Information Management**

To contribute to the provision and communication of complex, sensitive or contentious information in a professional manner within the sphere of authority.

To communicate information as relevant to the Divisional Complex Care Contracts & Performance Officer to ensure that accurate local information is maintained.

In conjunction with the Service Manager, communicate with Divisional managers, Executive Directors and the central Complex Care team on the proposed packages of care based on quality and value for money.

To provide reports on areas of responsibility, communicating effectively with various audiences at all levels including multi-agency groups and Welsh Assembly Government.

To act on behalf of the Division in managing specific contracts as they relate to Divisional services. To negotiate and agree NHS Complex Care patient services agreements with these providers and monitor and report on performance.

To participate in the development of business cases where appropriate.

To support the development of a Provider's list for the Division and liaise closely with the Contract Monitoring & Performance Manager to ensure governance checks are undertaken prior to the agreement of placements/community packages of care.

### **Human Resources**

To support the induction of Divisional staff and partners to ensure understanding of the Complex Care Team arrangements.

To actively participate in managerial supervision.

To actively participate in the Organisational Personal Development Process and Knowledge and Skills Framework.

To actively participate in clinical supervision.

To provide cover for Divisional Complex Care team colleagues during periods of absence.

### **Financial**

To support the Service Manager in the monitoring of patient/service user agreements to limit unplanned expenditure.

To support the Divisional Complex Care team to ensure NHS Complex Care commissioning decisions are commensurate with Health Board Financial Strategy.

To secure and manage financial resources and external providers to achieve impact on outcomes for patients/service users ensuring a balance between money, efficiency and quality is maintained.

To provide commissioning information to the Health Board Funding Panel.

In conjunction with the Service Manager and Contract Monitoring & Performance Manager, identify anomalies relating to charges made by providers and the provision of actual clinical care and inform the Contracts and Performance Manager.

## **COMPETENCE**

To maintain professional management standards through continuing professional development.

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager/supervisor.

## **REGISTERED HEALTH PROFESSIONAL**

All employees of the Health Board who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

## **SUPERVISION**

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your Manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff of the Health Board that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **RECORDS MANAGEMENT**

As an employee of the Health Board you are legally responsible for all records that you gather, create or use as part of your work within the Organisation (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the LHB). You should consult your manager if you have any doubt as to the correct management of records with which you work.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Health Board have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Health Board to meet its legal duties and to report any hazardous situations or defective equipment.

## **EQUALITY**

The Health Board will take all practicable steps to ensure that staff are recruited, managed, developed, promoted and rewarded on merit and that equal opportunities are given to all staff. Each employee is responsible for *his* or *her* own professional and personal behaviour and there is a requirement of all staff to conduct themselves in a manner, which does not cause offence to another person.

## **FLEXIBILITY STATEMENT**

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of all duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

## **CONFIDENTIALITY**

All employees of the Health Board are required to maintain the confidentiality of members of the public and members of staff in accord with Health Board policies.

**ANEURIN BEVAN UNIVERSITY HEALTH BOARD  
MENTAL HEALTH & LEARNING DISABILITIES DIVISION**

**PERSON SPECIFICATION**

**CASE MANAGER**

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Qualifications</b>	<p>RMN or RNLD qualified</p> <p>Educated to Degree or equivalent level of experience</p> <p>Ability to work at Masters level</p> <p>Evidence of Continuing Professional Development</p>	<p>Masters degree</p> <p>Management qualification</p> <p>ECDL</p>
<b>Experience</b>	<p>Experience of working in a professional capacity within the field of Mental Health or Learning Disabilities</p> <p>Experience of facilitating / chairing MDTs</p> <p>Teaching/training experience</p> <p>Experience of continuing NHS Healthcare assessment process</p> <p>Experience of undertaking specialist assessments and reviews with patients/service users presenting with complex needs</p> <p>Experience of operating in a multi-agency environment</p> <p>Experience of planning and commissioning within Continuing NHS Healthcare/Complex Care settings</p> <p>Experience of working with Safeguarding and Adults at Risk /DOLS</p>	<p>Experience of undertaking audits, research and development</p> <p>Experience of joint planning and commissioning with partner agencies</p> <p>Experience of implementing service change</p> <p>Experience of developing service proposals</p>
<b>Knowledge</b>	Expert knowledge of NHS and social care policy and	Knowledge and experience of contract

	<p>strategies relating to Continuing NHS Healthcare</p> <p>Working knowledge of the complexities involved with Complex Care Packages</p> <p>Knowledge of innovation and best practice in service delivery</p> <p>Experience of user/public involvement</p> <p>Knowledge and understanding of corporate and clinical governance</p> <p>Working knowledge of statutory guidance such as Mental Health Act, Capacity, etc</p>	<p>compliance monitoring</p> <p>Knowledge of project management processes</p>
<b>Skills</b>	<p>Excellent communication skills including oral and written</p> <p>High levels of interpersonal skills</p> <p>Ability to think laterally and prioritise effectively</p> <p>Ability to manage relationships across boundaries and hierarchies</p> <p>Excellent planning and organisational skills</p> <p>Ability to understand, assess and evaluate complex care related information</p> <p>High level of analytical and judgement skills</p> <p>Ability to work autonomously knowing when to seek advice and support</p> <p>Ability to prioritise</p>	<p>Spoken or written Welsh Language</p>



	<p>workload and manage conflicting calls upon time</p> <p>Developed negotiation, conflict resolution and problem solving skills</p> <p>Ability to think strategically</p> <p>Standard keyboard skills</p>	
<b>Other Requirements</b>	<p>Able to develop and sustain good working relationships across complex organisational and professional boundaries</p> <p>Able to work effectively under pressure to meet deadlines</p> <p>Self motivated and able to demonstrate good time management skills</p> <p>Committed and adaptable with a professional approach to work</p> <p>Ability to travel across geographical areas</p>	<p>Enjoy leading as well as working as part of a team</p>