

Job Profile Information: ASC Resource Co-ordination Team Manager

This supplementary information for ASC Resource Co-ordination Team Manager is for guidance and must be used in conjunction with the Job Capsule for Job Zone 4 Level 1

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Leading a small team, the ASC Resource Co-ordination Team Manager is responsible for delivering on effective and efficient business processes. Evidencing value for money in purchasing activity, supporting prompt and accurate provider payments and delivering excellent data integrity standards, this role is vital in contributing towards robust management information across ASC.

Example outcomes or objectives that this role will deliver:

Deliver on cost effective and timely purchasing arrangements for ASC

- Ensure that systems and processes are in place to track, evidence and deliver on value for money from block contract arrangements
- Ensure that support sourced and purchased out with block contracts is cost effective
- Ensure that placement officers have access to appropriate resources, tools and systems to support appropriate price negotiations
- Provide advice and guidance to placement officers where complex cases are identified

Control the set-up and data integrity within Mosaic

- Ensure that processes are in place to protect and enhance the data quality within Mosaic ensuring appropriate authorisation control points for changes to be made
- Lead on the implementation of rate changes where these are authorised by care management / commissioning colleagues
- Support commissioning colleagues where redesign is needed as a result of contract changes / commissioning models
- Provide quality assurance on data across all modules within Mosaic to support timely and accurate reporting on relevant performance and management information

Lead on delivering effective and efficient financial processes for ASC

- Lead on the development of appropriate financial reconciliations to ensure budget planning forecasts are appropriately informed
- Resolve provider financial queries where these are escalated from placement / support officers
- Oversee the invoice variation process to ensure that provider payments are maximised
- Ensure that income due to the council is maximised through recharges in relation to areas such as CHC, FNC and 3rd party top ups
- Lead on the co-ordination of year end accrual information for provision to Finance colleagues
- Ensure team business processes and procedures are regularly reviewed and in line with the Council's financial authorisations and delegated authority limits

Contribute to effective change within the Council's end to end business processes

- Hold a level of understanding on the Council's end to end business processes to ensure that team processes and procedures work effectively within these
- Actively contribute to review / redesign projects undertaken on the Council's business processes to inform and shape appropriate linkages with ASC specific areas

Support the team to contribute to financial reporting / service planning / team performance indicators

- Ensure that data integrity is maintained on Mosaic to a high standard to allow for confident financial reporting and service planning
- Provide reports on performance indicators such as market responsiveness, utilisation of block contracts and other indicators as developed

Support the ASC safeguarding approach

- Awareness of safeguarding issues that LBC or other LAs are investigating where this may affect long term arrangements
- Ensure that concerns / complaints received are recorded and notified to care management / quality assurance colleagues in line with the team's policies and procedures
- Take a lead on issues and risks relating to contracts and placements escalated from the team

Provide flexible and innovative support in contributing towards team work priorities

- Promote a an adaptable and positive approach, responding flexibly to the needs of the service
- Lead on team work planning, change and improvement plans
- Take responsibility for alerting care management / quality assurance colleagues to potential issues and solutions

People Management Responsibilities:

The role will lead a small team of placement officers / support officers, providing all line management support and advice to develop a strong and effective team dynamic. The post holder will promote and embed a culture of continuous learning and collaborative working with internal and external partners.

Relationships:

The role is responsible for building and maintaining positive working relationships in order to influence and negotiate across a full range of internal and external stakeholders, including:

- external providers / care agencies
- care management colleagues, LBC / CCG
- integrated commissioning / quality assurance / procurement colleagues
- finance / IT colleagues
- senior managers
- other local authorities / relevant networks
- all appropriate statutory and independent agencies

Work Environment:

- The post holder will be expected to:
 - Work flexibly across the service responding to changes in demand and move location in order to achieve a seamless service for the customer
 - Maintain good networks across LA / Health / Third Sector partners to inform decisions around cost and quality of support placements
 - Manage a varying workload, handling changing or conflicting priorities as a result
 - Keep the Service Manager updated with care provision / data / financial issues
 - Work in a demanding and time pressured environment

Technical Knowledge and Experience:

- People management and team building, including how to put knowledge of process improvements into practice
- IT literate and able to work with different systems and databases, with excellent excel skills

- Evidenced financial skills; high level of numeracy, working accurately demonstrating attention to detail
- Good communication, influencing and negotiation skills working with different stakeholders
- An understanding of relevant health and social care legislation and regulatory framework
- Experience of working in a social care or finance setting building relationships with providers and other stakeholders
- Ability to exercise judgement and expertise in negotiating and liaising with contracted providers
- Understanding of end to end business processes and in particular the purchase to pay cycle
- Experience of producing management information reports

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure