

Job Profile Information: Resource Coordination Service Manager

This supplementary information for Resource Coordination Service Manager is for guidance and must be used in conjunction with the Job Capsule for Social Care at Job Level 5 Zone 1

Camden Way Category: 4

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:

- To ensure that the micro purchasing of all ASC provision is managed effectively and efficiently and delivers value for money for the Council.
- To have strategic oversight and support the Head of Service around placement negotiation.
- Responsible for ensuring that management information accurately informs financial and service planning, and that business processes including payment of providers is timely and informs ASC budget setting.

Example outcomes or objectives that this role will deliver:

- Lead on the financial reconciliations required around provider payments where contractual arrangements change or end and developing sound arrangements for the accruals of care services
- Manage and raise invoices/ recharges for individual customers in relation to CHC, FNC third party top ups and others as necessary ensuring quality is maintained.
- Operational financial support to inform accurate budget management and forecasting for care budgets in CLDS and ASG.
- Provide quality assurance to support the timely recording of accurate information on all non-finance /purchasing screens on Mosaic.
- Identifies and manages information on market supply activity and responsiveness.
- To be proactive in identifying gaps in care service and take appropriate action including linking with appropriate Commissioning colleagues, ASC Teams and other planning mechanisms.

- Where individualised services outside of existing contracts are required, and the service response involved is not highly specialised, identify options for operational services and manage the relevant purchasing processes with the provider. Where it is highly specialised they will work in partnership with social care professional to ensure very specific needs can be addressed
- Negotiate all prices for services out with existing contracts within a framework agreed between ASC and integrated commissioning.
- To lead the implementation of policies and strategies as identified regarding delivery of Brokerage activities. To appropriately scope and provide a compelling business case for improvements, development and diversification of Brokerage team activities.
- To accurately maintain and update market intelligence information related to service providers and other stakeholders, to maintain an up to date knowledge of the care market.

People Management Responsibilities:

Direct line management of 2 Team Managers and overall responsibility for 6.6FTE Placement Officers and 4FTE Data Quality Support Officer posts. The post holder may be required to line manage additional permanent or temporary staff members. This post will be responsible for 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.

This post holder will be expected to competently carry out management responsibilities as per the Council's policies, procedures and processes such as HR, finance, health and safety or property management duties as required.

Relationships:

The post holder will be responsible for developing, establishing relationships with a range of stakeholders, including providers, health and voluntary sector partners, as well as internal partners including the ASC service area, Commissioning and Procurement. The post holder may be required to deputise for the Head of Service or act as a representative of the Council at external meetings.

Work Environment:

This post will be office based with the Team at 5 Pancras Square, however will be required to work flexibly across a range of location as required by the work. The post holder may be required to work out of hours depending on the focus of their work.

- Establish good links across Adult services to update market research and results regarding funding and quality of placements
- Work in demanding role that needs quick resolutions and maintaining good relationships with providers.
- Manage a varying workload in a complex environment with competing priorities while achieving objectives
- The post holder will be required to respond to changes in demand and effectively manage conflicting priorities and deadlines.

Technical Knowledge and Experience:

- Knowledge of relevant Health and Social Care legislation and guidance.
- Working knowledge of the Councils Corporate Strategy, the Government modernising agenda and best value.
- Good working knowledge of the legislation and Council policies covering data protection, information sharing and confidentiality.
- Commissioning and monitoring techniques
- Knowledge of effective placement and brokerage processes
- Knowledge of care markets and of the strategies employed to get the best out of them.
- Good working knowledge of administrative, contact management and case management systems.
- Working knowledge of a wide range of typical IT tools including database, word processing, email and spreadsheet applications.
- At least 3 years management experience including oversight of a busy team.
- Experience of negotiating care and support placements in Adult Social Care, and ensuring that value for money is delivered.
- An understanding of financial processes including invoicing and payment systems.
- Experience of working in partnership with a range of internal and external stakeholders.

Service management

- Experience of managing a service, including staff management, monitoring budgets, planning work, managing relationships with stakeholders and setting up and reviewing objectives.
- Experience managing a team of people, including creating work plans, supervising and appraising staff, managing performance, motivating, encouraging and developing people and recruiting new staff in line with legislation and organisational policy.
- Experience of developing and using effective IT monitoring systems to record, research and report on customer contact and service performance for colleagues.
- Experience of supporting senior management to translate strategy into action plans and revising and adapting these to reflect progress and in response to changing conditions.
- Experience of managing initiatives and projects from inception to implementation within time and to agreed outcomes.

Communication skills

- Able to communicate effectively, confidently and assertively whether in writing or when speaking. This will also involve presenting complex information sensitively and matched to the needs of the audience and in line with organisational policy and practice.
- Use influencing and negotiation skills effectively with different stakeholders and arrive at an agreed solution that represents the key interests of the service.
- To work in a sensitive and professional manner with service users and their Families to manage their needs and expectations
- To instil confidence in the service users and their families about the services provided by the Council and build ongoing positive relationship. Instil this way of working across the team.

Personally effective

- Demonstrable ability to carry out work using own initiative, in an organised way, managing own workload and that of a team. In doing this demonstrate ability to prioritise work under pressure, adapt to changing priorities, changes in demand and deliver to agreed deadlines.
- Able to negotiate effectively with providers and staff using diplomacy and tact.
- Demonstrates a personal and professional demeanour which generates credibility and confidence amongst staff, managers and other stakeholders.

- Develop and maintain working partnerships and effective relationships across the organisation and with external stakeholders.

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 by clicking [HERE](#)

Chart Structure

ASC Resource Co-ordination Team Structure

