

Job Profile Information: Extra Care Development Officer

This supplementary information for Extra Care Development Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care at Job Level 3 Zone 1

Camden Way Category 3

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 effective use is made of Camden's existing and future extra care facilities by promotion, monitoring and evaluation of the services provided under extra care supported living schemes. Supporting the continued occupancy and development of these schemes in line with core strategic objectives within "Supporting People, Connecting Communities".

Nomination panels- Arranging monthly meetings for people to be nominated and considered for extra care. To involve providers and other relevant internal and external partners

Supporting the shared understanding of the commissioning profiles and access criteria for extra care

To ensure continuity of delivery of these services once panel decision made and agreed.

Occupancy

To develop an effective monitoring system in place to ensure that contemporary data is available on all occupied flats and void properties.

To communicate occupancy rates to practitioners and managers so that resources are utilised most effectively, and without unnecessary delay

To understand the complex needs profiles of people occupying the extra care schemes to ensure that the schemes operate with people of mixed dependencies.

Contracting and Quality assurance

To understand and promote the core service offer in extra care, across the different sites

To create strong relationships with the extra care providers and ensure they understand the needs of Camden residents.

To have oversight of contract issues and escalate as appropriate to senior officers.

Support the development of extra care in line with the evolving commissioning strategy regarding Older Peoples Housing and Accommodation needs.

To work closely with commissioning and the resource coordination team to ensure that residents receive quality driven care support that meets their needs and desired outcomes.

Reporting and audit responsibilities

To understand the purpose of extra care accommodation and, by analysing qualitative and quantitative data to produce reports that support organisational performance targets.

To collate and provide statistical information

To audit extra care data and interventions to ensure consistency of purpose and value for money.

Marketing & Communications

To promote and market Camden's extra care accommodation both to operational staff and to residents through developing a communications strategy with commissioning and operational managers.

Budgets

To understand extra care resources particularly the financials and work to keep within agreed budget.

In collaboration with manager to design clear mechanisms to provide accurate financial projections to support informed strategic decisions

To undertake any other duties or responsibilities, as required, ensuring that the extra care monitoring officer role meets all agreed outcomes.

Example outcomes or objectives that this role will deliver:

- Developing and coordinating the nomination panel and ensuring seamless access to extra care once eligibility has been agreed
- Ensuring effective and efficient use of resources by monitoring/overseeing occupancy of flats at all sites.
- Identifying potential challenges within the provision and raising concerns in a timely way with senior officers.
- Working closely with nominating practitioners to expedite the transition into the flats and ensuring dependency levels are appropriate to available properties.
- Collecting and monitoring performance and activity information and reporting on these when required at monthly meetings.
- Attending contract monitoring meetings with the service providers to ensure that the resident receives high quality housing and care support
- To ensure business and financial administrative processes are robust.
- To ensure seamless operation of the service area.
- To undertake any other duties or responsibilities as required by the line manager.

People Management Responsibilities:

The post does not have any defined supervisory responsibilities.

The post holder will be required to be able to influence practitioners and promote extra care within their portfolio of clinical options.

The post holder will be required to provide short briefing and training sessions to staff at all levels in regard to extra care accommodation..

Relationships:

The post holder will engage, and organise meetings with both internal and external stakeholders, including Health partners..
The role requires a person with a high level of organisational and communication skills with a clear understanding of the extra care service priorities

Internal:

The post holder will work closely with staff across the council as required. These relationships include (but are not restricted to):

- The Resource Coordination team
- Commissioning officers involved in service redesign.
- Quality Assurance officers and Safeguarding.
- Internal ASC practitioners and managers across all service areas
- Housing colleagues

External

- Extra care provider services
- Carers
- CCG, primary and acute health partners.

Work Environment:

The post holder is required to work flexibly across a range of locations as required by the work; however, the primary work location will be 5 Pancras Square, where the post holder will have access to colleagues in Adult Social Care, Housing and other Council departments.
There is an expectation that the post holder will be expected to visit the extra care schemes to ensure that the resource meet its full objectives

Technical Knowledge and Experience:

- Prior experience of working within a Health, Housing and/or Social Care setting (desirable)
- Excellent customer care services with an understanding of diversity principles within a customer care context
- Able to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards
- Data and financial analysis experience
- Excellent levels of literacy and numeracy.
- Experience of report writing and development of formal procedures and guidance
- Advanced PowerPoint and Word
- Intermediate Excel

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](#)

Structure Chart

