

Kent County Council

Job Description: Practice Consultant - Complex and Crisis Care

Directorate:	Strategic & Corporate Services
Unit/Section:	Childrens Strategic Commissioning Unit
Grade:	KR12
Responsible to:	Senior Commissioning Manager in Kent County Council Assistant Director for Complex and Crisis Care in Kent and Medway Clinical Commissioning Group

This is a systems partnership role although hosted in Kent County Council working with and too the Kent & Medway Clinical Commissioning Group and Medway Council. This role will enhance our capability to support the system to problem solve and meet the needs of children and young people.

Purpose of the Job

- To provide clinical leadership and consultation to the networks and systems supporting children and young people who present with complex, and crisis care needs
- To support and enable partner agencies to come together and ensure the voice of the children and young people and their family and carers are central within all care planning
- To enable and role model for the systems and networks supporting children and young people to be creative in identifying bespoke packages of care and support for children and young people utilizing pooled resources, skills and experience.
- To ensure that partner agencies work together to create shared care plans, support packages and risk assessments to support the holistic needs of children and young people with complex needs and crisis care pathways.
- To role model and lead the partnership networks and systems in having open, honest and transparent conversations regarding children's needs and fostering a culture of respectful and healthy professional challenge
- To deputise on occasions for the AD for Complex and Crisis Care Pathways during periods of absence or at strategic meetings where appropriate.

Main Duties and Responsibilities

- The role supports the business in driving transformation as well as value for money in planning, commissioning, and service delivery
- The role is designed to build a combination of subject matter expertise and technical skills to develop a strong service delivery

Operational

To ensure the team delivers the requirements listed above; engage and liaises with key stakeholder, in particular:

- To support the delivery of day-to-day activities and projects
- To drive the delivery of a range of business initiatives and projects
- Support the portfolio of initiatives in demonstrating value for money for the current spend through tracking, managing, and delivering agreed benefits.
- To support the identification and sharing of best practice
- To operate in a highly political and sensitive environment

Project Management

- Lead in the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project
- Pro-actively manage stakeholders, respond to, and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms
- Responsible for the planning and organisation of numerous events/meetings. Ensuring communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner
- Demonstrate effective stakeholder management across different departments and at all levels

Staff Management

- Contributes to the recruitment of team staff, chair of recruitment panels and acting as the recruiting manager when required
- Responsible for undertaking appraisal and personal development including progressing any disciplinary or capability issues with the support of HR
- Forge close positive working relationships, to support an effective matrix approach to project achieve objectives
- To support, motivate and develop staff within the team to ensure that they can deliver the new responsibilities of the NHS strategy
- Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget
-

Information Management

- Drafting reports summarising status on issues, appraising outcomes, and providing progress reports for the Senior team
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to project 'products'
- Analyse, interpret and present data to highlight issues, risks and support decision making

Policy and Service Development

- Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines, and service level agreements (SLA's) which may impact service
- Proposes changes to own function making recommendations for other service delivery
- The post holder will need to maintain a good knowledge of emerging policies from government departments for example pensions, change management, constitution. This will assist in the thinking and definition of the strategy discussions for the Network and stakeholders.

Research and Development

- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting, and presenting data and information
- Co-ordinating research & development initiatives, delegating as appropriate.

Planning and Organisation

- Contribute to the strategic planning of Team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with LA, CCG and Sector priorities
- Contribute to short-, medium- and long-term business plans, achieving quality outcomes.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification:

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of experience of working at a senior level in specialist area. • Relevant Social Work or Nursing degree, Qualified Teacher Status or other relevant professional qualification • Registered with Social Work England/Relevant Professional Body • Competent to work at the Advanced level of their profession
EXPERIENCE	<ul style="list-style-type: none"> • Proven diverse experience in a Children, Young Person's Service. • Post qualification and leadership experience in their relevant field of practice • Evidence of post qualifying and continuing professional development • Previous responsibility for managing budgets including joint funding. • Contributing to policy and practice formulation, implementation and review. • Good understanding of the relationship between the Department of Health and individual T4 provider and commissioning organisations. • Significant experience of joint working with across NHS and Local Authorities and with providers of both NHS and Social Care Services. • Staff recruitment, motivation and development. • Evidence of post qualifying and continuing professional development • Must have an understanding of the background to and aims of current healthcare policy in the Southeast and appreciate the implications of this on engagement • Should have an appreciation of the relationship between the Department of Health, NHS England/Improvements and individual provider and commissioning organisations • Experience of identifying and interpreting National policy. Experience of researching best practice (globally, private

	<p>and public sector), interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation)</p> <ul style="list-style-type: none"> • Previous experience of budgets, involved in budget setting and working knowledge of financial processes • Experience of working with cultures other than one's own.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Development and maintenance of therapeutic alliance with CYP and their families. • Able to perform to a high level in a clinical setting, holding services to account and ensuring resources are available for effective discharge planning. • Case management skill set that focuses on the needs of the CYP and the context of their care pathway in relation to all clinical and legal processes • High-level communication skills across a range of agencies • Ability to act as a mentor to practitioners • Ability to prioritise and to work effectively on own initiative as well as part of a team. • Ability to travel frequently across Kent and out of county if required • Computer literate with effective written skills and report writing. • Excellent negotiation, planning and commissioning skills are essential in • order to communicate at all levels in the organization and with external bodies. • Change management skills. • Ability to work to tight deadlines and within limited resources. • Ability to oversee, monitor and review a range of projects and prioritise accordingly. • Recruit, manage and develop a team of professional social workers and support staff
COMPENTENCIES	<ul style="list-style-type: none"> • Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups

	<ul style="list-style-type: none"> • Negotiate on difficult and controversial issues including performance and change. • Problem solving skills and ability to respond to sudden unexpected demands • Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly • Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals.
KNOWLEDGE	<p>Working knowledge of Mental Health Act, 1983; Children Act 1989, Children and Families Act 2014, Health and Social Care Act, 2008; Mental Capacity Act, 2005; Rights of the Child, 1989; Care Act, 2014; NHS 10-year plan High level working knowledge of KCC and NHS policies, procedures and practice</p> <p>Excellent understanding of safeguarding issues and knowledge of child protection legislation</p>
BEHAVIOURS AND KENT VALUES	<p>Enthusiasm</p> <p>Person centred</p> <p>Discretion</p> <p>Commitment to equal opportunities</p> <p>Professional credibility</p> <p>Initiative</p> <p>Leadership ability</p> <p>Health appropriate with needs of the job</p> <p>Flexibility</p> <p>Anti-discriminatory approach</p> <p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all

	<ul style="list-style-type: none">• We are strong together by sharing knowledge• We are all responsible for the difference we make
--	---

Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows

Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's Looked After Children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets