

Job Description

Job Title	IPA/Complex Cases Advisor
Band	6
Team	CHC & IPA Commissioning
Responsible to	Line Manager/Head of Service
Accountable to	Team Lead/Head of Service

Job Summary

The post holder will have a lead role working within the IPA/Complex Case Team concerning the commissioning and reviewing arrangements associated with our adult complex client placements. The post holder will take a lead role in attending case reviews including, Care Program Approach (CPA), monitoring standards of care and treatment and liaising with statutory and non-statutory agencies in the repatriation of Lancashire & South Cumbria residents. The post holder will attend Triage and PHB meetings to assist MDT members with funding decisions.

MAIN DUTIES:

- Monitor progress on treatments to:
 - Inform future commissioning arrangements
 - Assist in identifying future resource implications
- Ensure informed information is available on care and treatment as required to assist the commissioning
- Investigate sources and reasons for referrals and to influence future referral patterns
- Determine compliance with the ICB commissioning policies
- Support the complex MDT meetings in ensuring the most effective care/treatment of patients in the most appropriate location
- Achieve the most effective use of the ICB's resources
- Benchmarking NHS and Non NHS provider services ensuring analysis of National Care Standards Reports and other Clinical Governance data
- Monitor compliance with terms of authorised referrals
- Initial visits to potential providers and ongoing attendance at relevant review meetings
- Liaison with client's key workers from statutory and non-statutory agencies
- Provide and receive highly complex, sensitive information. Communicate complex client condition related information to health and Social Care professionals/clients and other groups of staff
- To keep up to date with Department of Health Guidance Circulars and ensure proper implementation of policies and procedures

Other Key Responsibilities

- Attend Complex Client MDT meetings as appropriate which consider difficult to place clients/high cost placements. Prepare and circulate reports relevant to meeting, including reports for Court and attendance at hearings where necessary
- Attend CPA's as required

- Understand and undertake DOLS assessments and necessary action to inform council colleagues
- Develop and maintain a case management system containing details of relevant complex clients. Provide the first point of contact for internal and external enquiries about individual cases, preparing case reports for the consideration of the panels
- Provide advice on clinical issues relating to individual cases where appropriate
- Monitor compliance with terms of individual patient/client Service Agreements. This includes awareness of expenditure.
- Liaison with the Councils and Regional Secure Commissioning Team about placements, admissions reviews and expenditure.
- Work in collaboration where necessary with the ICB's Fully Funded Continuing Care/NHS Nursing Home Care Place based Lead Nurse concerning future need/provision of nursing home placements.

Key Working Relationships

- Maintain constructive relationships with a broad range of internal and external stakeholders.
- Participate in relevant internal and external working groups, projects, services, and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice to the ICB.
- Work with colleagues in the ICB to develop and implement data collection systems that will provide accurate and timely data and information
- Communicate information, risks, issues and dependencies, including briefings and reports to ICB senior managers, the Executive Team, and a range of internal and external staff.

Functional Responsibilities

1. Analytical/Judgemental

- Undertake complex and detailed information analysis of specific projects and tasks requiring high levels of concentration
- Make decisions concerning packages of care using managerial and/or clinical skills and knowledge
- Update, maintain, organise, gather and analyse information to predict and meet future ICB and team needs by identifying best professional practice.
- Monitor and track risks and issues, proactively resolve and escalate as appropriate
- Contribute to the information management of tasks and projects, taking a lead for specific tasks
- Provide coordination of and participate in relevant meetings, providing information advice and support
- Ensure that data collected is analysed, reported by the team as appropriate and monitor the processing of data and information

2. Communication

- Provide relevant and timely specialist advice and guidance on functional and information matters.
- Work with other members of the team, other departments in the ICB, and with key stakeholders to investigate the causes of any variance from planned delivery targets and contribute to the implementation of solutions
- Support the development of internal and external communications where required by regular contact with other teams in the ICB and with external stakeholders
- Prepare correspondence and complex papers as required

1. Financial and Physical Resources

- Deliver against organisational objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.
- Support and inform the ICB on the targeting of resources, developing, monitoring, implementing, and evaluating the delivery of plans by providing sophisticated, high quality information and analysis
- Deliver task outcomes, value for money and greater efficiency
- Ensure tasks are cost-effective and delivered on time
- Contribute to commissioning of goods and services as required

2. Staff Management

- Provide specialist training, advice and support on own role and responsibilities
- Support training and induction of new staff
- Supervise team as required.
- Participate in the recruitment process of support staff

3. Information Management

- Provide management information to enhance decision making processes.
- Update, maintain, organise, gather and analyse information to predict and meet future organisational and team needs by identifying best professional practice
- Lead on the development, implementation, monitoring and evaluation of new information systems and databases as required
- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio
- Responsible for the development and maintenance of databases required for regular reports

4. Research and Development

- Actively support and contribute to the development of key performance indicators for the successful assessment of performance
- Test and review new concepts, models, methods, practices, products and equipment

- Contribute to ensuring there are processes in place for spreading and sharing learning and outcomes.

5. Planning and Organisation

- Contribute to the strategic planning process as required.
- Support the implementation of service improvement and commissioning strategies and associated action plans
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programs
- Contribute to the formulation of operational plans and the strategic direction within the team, taking a lead for specific tasks.
- Deliver against objectives, achieving quality outcomes, prioritizing own workload and working to tight deadlines

6. Policy and Service Development

- Propose changes to own tasks and function, informing policy and making recommendations for other service delivery
- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to project management

Person Specification

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	Essential	Desirable	Assessment
Experience	<p>Previous experience of working in a clinical role, with a thorough knowledge of clinical settings and pathways</p> <p>Further training or significant experience in project management, financial management or supporting change management processes</p> <p>Experience and understanding of evaluating and measuring the performance of services</p> <p>Experience in communications and stakeholder management</p>		A/I
Qualifications	<p>Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area</p> <p>Nursing qualification or equivalent HCP, Occupational Health, Physiotherapy etc</p> <p>Evidence of Continued Professional Development</p> <p>Training in Safeguarding Adults/DOLS or equivalent experience</p>		C/ A/ I
Skills, Knowledge & Competencies	<p>Workforce development knowledge and experience</p> <p>A good understanding of the health and social care environment and roles and responsibilities within it</p>		A/I

	<p>Negotiation and conflict management skills and the ability to influence</p> <p>Knowledge of Data Protection</p> <p>Demonstrated capabilities to manage own workload effectively and make informed decisions in the absence of required information, working to tight and often changing timescales</p> <p>Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making</p> <p>Skills for nurturing key relationships and maintaining networks</p> <p>Effective verbal & written communication skills. Able to write reports & able to construct & deliver clear ideas & concepts concisely & accurately for diverse audiences</p> <p>Ability to analyse complex cases where material is conflicting and drawn from multiple sources</p> <p>Ability to think strategically and anticipate issues</p> <p>Ability to engender trust and confidence and demonstrate integrity in the provision of advice & support</p> <p>Good working knowledge of fully funded NHS continuing health care provision</p> <p>Basic keyboard skills</p>		
Personal Qualities	<p>Ability to work on own initiative and organise own workload without</p>		A/I

	<p>supervision, working to tight deadlines and often changing timescales</p> <p>Adaptability, flexibility and ability to cope with uncertainty and change</p> <p>Ability to maintain confidentiality and trust</p> <p>Effective organisational skills</p>		
Other	Ability to travel across Lancashire and South Cumbria and further when required		A

Assessment Key - A = Application Form, I = Interview, C = Certificate/Documentation, T = Test/Assessment Centre, R = References