

Job Description

1. Job Details	
Job Title:	Continuing Healthcare CHC Case Manager
Job ID:	116
Pay Band:	Band 6
Reports to (Title):	Continuing Healthcare Locality Lead
Accountable to (Title):	Continuing Healthcare Locality Lead Continuing Healthcare Deputy Head of Service Continuing Healthcare Head of Service
Location / Base:	County wide post, however, base may be negotiated Current base is Cross O Cliff, Bracebridge Heath, Lincoln, LN4 2HN. Base due to change July 2023 to Bridge House, The Point, 16 Lions Way, Sleaford. NH34 8GG
Working hours:	37.5

2. Job Purpose
<p>The post holder will work as a member of the NHS Lincolnshire Integrated Care Board (ICB) Continuing Healthcare (CHC) Team.</p> <p>The CHC Case Manager will ensure that the care needs for CHC are identified and met in accordance with the National Framework 2022 (Revised).</p> <p>The post holder will support the CHC leads discharging their responsibility to provide assurance to all stakeholders that the CHC team are delivering services which are high quality, effective, person centred and value for money.</p> <p>The post holder will ensure that they adhere at all times to the relevant National Framework and guidance, NMC Code of Professional Conduct and work within established policies, procedures, protocols and systems ensuring quality standards and performance as directed by the Locality Lead or Quality Manager.</p>

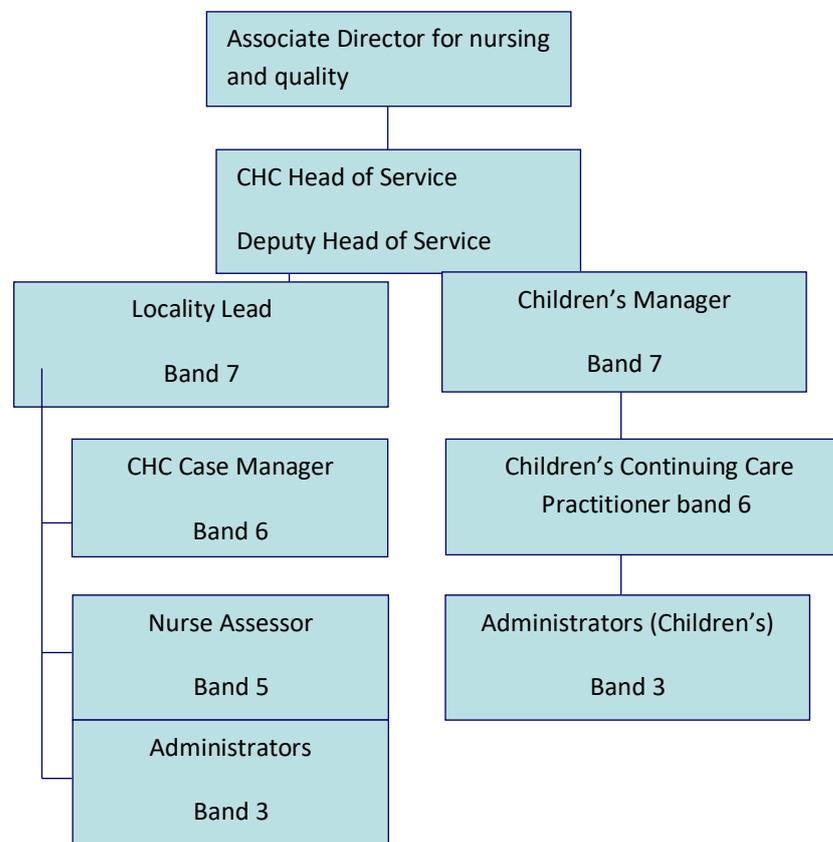
3. Local Context

NHS ICB is a strategic component of the Integrated Care System (ICS) across Lincolnshire delivering the commitments set out in the NHS Long Term Plan. As a strategic commissioner we are responsible for meeting the needs of our population through commissioning high quality services. We seek to improve patient experience and are committed at looking at innovative ways we can improve care and offer more choice. Individuals are at the heart of everything we do and it's important that they are involved not just in decisions about their individual care, but also in the decisions that shape the health services delivered locally.

In conjunction, with individuals experience and the growing demands of our population; we are facing increasing financial challenge. We are required to reduce expenditure to sustainable levels (in alignment to the ICS 5 year strategic plan) which broadly fall into three types of scheme; system wide transformation, system wide efficiency, ICB only efficiency.

The ICB will promote good governance and proper stewardship of public resources in pursuance of its goals and in meeting its statutory duties. Good corporate governance arrangements are critical to achieving the ICB's objectives and financial sustainability.

4. Organisation Chart



5. Insert minimum qualifications, knowledge, training and experience required for post

- Registered Nurse RGN, RMN or RNLD or Allied Health Professional with qualification
- Significant knowledge of the CHC framework and its application
- Good knowledge of NHS and social services guidance
- Strong knowledge base around safeguarding children and Adults
- Evidence of teaching/mentorship
- Clinical knowledge base in order to ensure comprehensive holistic assessment for continuing care
- A background that can demonstrate clinical experience in a healthcare setting including inter-agency and multi-agency working
- Evidence of continued professional development
- Competent in IT including typing

6. Duties

- Supporting the Locality Lead in the development of a range of services required for individuals who qualify for packages of care
- Collating and undertaking comprehensive and coordinated multi-agency assessments. Decision making for continuing Healthcare must be in line with standard operating policy and procedures and the National Framework
- Promoting Personal Health Budgets, ensuring integration into Continuing Healthcare
- Case managing CHC individuals, ensuring timely reviews are conducted and ascertaining care packages continue to be effectively commissioned and are cost effective
- Assisting in maintaining a database for all patients assessed for Continuing healthcare and ensure high quality assurance systems are in place;
- Communicate information, risks, issues and dependencies, including briefings and reports;
- Developing strong working relationships with partner agencies including acute hospital trusts, local authorities, the independent sector, neighbourhood teams and others
- Providing professional nursing advice to acute hospital trusts, care providers and social services with regards to Continuing Healthcare and Personal Health Budgets.
- Supporting to review and respond to complaints, freedom of information requests and subject access requests
- Support requests for retrospective reviews for CHC and disputes
- Knowledge of Mental Capacity Act (MCA)
- To use IT and database on a daily basis

Supplementary Duties & Responsibilities

- **Mobility**

Employees may be required to work at any of the other sites within the organisation subject to consultation. The post holder may be expected to co-operate with changes subject to consultation, at any time throughout the duration of your contract.

- **Health and Safety**

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

- **Data Protection and Confidentiality**

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient, client and staff records.

- **Smoking and Health**

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

- **Equality and Diversity**

The organisation is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider and as an employer

- **Information Management and Technology (IM&T)**

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

- **Flexible Working**

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

- **Clinical Supervision**

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development for a minimum of four sessions per year. Clinical Supervision will be monitored via an annual Performance and Development Review (PDR).

- **Reasonable Adjustments**

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

7. Skills required for post

Analytical and judgment skills

- Highly complex as the workload consists of several different dimensions i.e. expert working knowledge of specialist subject, analysis and interpretation of government legislation, ICB Policy etc.
- Advanced theoretical and practical knowledge of a range of work practices and procedures eg risk management, protection of vulnerable adults and children, DOLs, MCA, information governance etc.

Communication and relationship skills

- Develop and maintain professional relationships with individuals and families/carers
- Act as a reference point for queries and information

- Develop positive relationships with colleagues and professional and multi-agency teams
- Presents highly complex information in a clear, convincing way to a range of audiences from experienced clinicians and managers to members of the public
- Communicates effectively across complex, distributed organisations ensuring key messages and priorities are conveyed effectively

Planning and organisation skills

- Organising own work flow to meet demand.
- Plan and organise a number of meetings, panels and case conferences.

Physical skills

- Light physical effort-keyboard input
- Driving required

8. Responsibilities of the Post Holder

Direct/Indirect patient care

- Support individuals and their representatives to contribute to and be confident in the CHC process by encouraging their participation in a transparent and equitable process; ensure this is accurately documented as part of the assessment
- Demonstrates ability to complete documentation or enter data accurately, consistently and in a timely manner
- Ensures credible evidence is documented fully to support decision making and later review of the case through audit and/or independent review
- The post requires highly developed skills of assessing, planning, implementing and evaluating care. Accuracy is important. Good observational skills are essential.
- Responsible and accountable for the commissioning of safe care and case co-ordination of individuals who are funded and cared for in a variety of settings eg ventilated individuals cared for at home, individuals with severe and enduring mental and physical illness, rapidly deteriorating conditions which require very close monitoring and a responsive service to meet their needs. A small percentage of these individuals are placed out of county and in order to manage these care packages, travel outside of Lincolnshire may be necessary.

- Allocation of case managers will be identified for all eligible individuals, to ensure close working and collaboration with care managers to ensure healthcare needs are met and the individual is safely and appropriately cared for. Monitoring in line with the National Framework will ensure the package of care meets the individuals required needs

Policy and Service Development

- Promote and support joint inter-agency contractual arrangements, implemented in accordance with stated strategic commissioning objectives.
- Required to analyse, interpret and communicate complex national directives into processes, policies and presentations for application

Financial and physical resources

- Deliver against team KPI objectives as directed by NHSE, achieving quality outcomes, prioritising own workload and working to tight deadlines
- Responsibility to promote Personal Health Budgets
- Continually strive to deliver function outcomes, value for money and greater efficiency

Human Resources

- Be responsible for personal development
- Ensure own compliance with all statutory and mandatory training
- Ensure revalidation of professional registration for self is maintained
- Support training and induction of new staff

Information resources

- All staff members who contribute to individuals health records or have access to individual/staff information are expected to be familiar with, and adhere to, GDPR and ICB Information Management Policies.
- All staff who have access to patient/staff records/information have a responsibility to ensure that these are maintained efficiently, and that confidentiality is protected in line with the ICB's Confidentiality & Disclosure Policy.
- All staff members have an obligation to ensure that health records are maintained efficiently, and that confidentiality is protected. Staff members are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with GDPR 2018. Ensure all information resources are

Research and Development

- Undertake research and development as required to support the continued improvement of the service.
- Deliver projects to comply with key performance indicators

9. Freedom to Act

- Must be able to use initiative to decide relevant actions and make recommendations
- Ability to make decisions autonomously within defined limits, when required
- Freedom to plan their own workload managed rather than supervised. Works within defined departmental and national protocols/policies and professional code of conduct, however, is required to interpret national policy for local implementation.
- Communicates closely with local, national, and international organisations related to continuing healthcare
- Attends local and national events, meetings and visits relating to continuing healthcare as and when required.

10. Effort & Environment

Physical Effort

- The post holder will be required to use a VDU for prolonged periods.
- Sitting in a confined position i.e. driving or at a keyboard for periods

Mental Effort

- Intense concentration for short periods frequently interrupted.

Emotional Effort

- Manage unpredictable and challenging situations acting in a sensitive manner when communicating to individuals and/or carers/relatives, recognising that imparting this information may include settings that are highly emotive, emotional and challenging

- To deal with reviews and/or complaints from individuals/relatives/carers, NHS staff and the social services authority in a timely manner that frequently arise as a result of a decision that the patient is ineligible for NHS Continuing Healthcare
- Adaptability, flexibility and ability to cope with uncertainty and change.
- Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions.
- Professional calm and efficient manner.
- Effective organiser, influencer and networker.
- Demonstrates a strong desire to improve performance and make a difference by focusing on goals.

Working Conditions

- To work in a variety of settings
- To travel between a number of locations regularly
- Able to work in a busy environment and have good understanding of smart working
- Provide support to individuals and families who are distressed

NHS Lincolnshire Integrated Care Board (ICB) Person Specification

Post of CHC Case Manager

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational) Registered Nurse RGN, RMN or RLDN or Allied Health Professional	yes	Application		
Degree in health related subject or equivalent experience that demonstrates critical and analytical thinking	yes	Application		
Previous Experience (Nature & Level) Experience in working within continuing healthcare with a good understanding of the			Yes	Application and interview

continuing healthcare framework				
Experience in a clinical setting including inter-agency and multi-agency working	yes	Application		
Clinical knowledge base in order to ensure comprehensive holistic assessment for Continuing Healthcare			yes	Application/Interview
Experience of managing risks and reporting			yes	Application/Interview
Negotiation and conflict management skills and the ability to influence in formal settings			yes	Application/interview
Evidence of Particular: -Knowledge -Skills -Aptitudes Knowledge and understanding of the	yes	Application/interview		

national policies and frameworks relevant to the National Framework for Continuing Health Care and Funded Nursing Care				
Evidence of teaching/mentorship			yes	Application/interview
Effective communication skills	yes	Application/interview		
Evidence of continued professional development	yes	Application/interview		
Aware of Caldicott principle and information governance	Yes	Application/interview		

Understanding of Confidentiality and Data Protection Act	yes	Application/interview		
Equality and Diversity Awareness of equality and valuing diversity principles	yes	Application/interview		
Specific Requirements Demonstrate ability to travel and work in a variety of settings	yes	Application/interview		
Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	yes	Application/interview		
Competent in the use of IT equipment including good typing skills. Able to work with a database, Excel, Microsoft word and Outlook.	Yes	Application/Interview/Test		

Key

A = Application

I = Interview

T = Test
P = Presentation

General conditions of service	<p>Please see below for the General Conditions of Service</p>  <p>General Conditions of Service Aug 22.doc</p>												
Annual Leave	<p>Your leave entitlement will be based on a leave year April – March and as follows:</p> <table border="1" data-bbox="453 600 1385 992"> <thead> <tr> <th>Length of service</th> <th>Annual leave & BH in hours</th> <th>Annual leave & BH in days</th> </tr> </thead> <tbody> <tr> <td>On appointment to NHS</td> <td>202.5 hours + BH</td> <td>27 days + BH</td> </tr> <tr> <td>After 5 years NHS service</td> <td>217.5 hours + BH</td> <td>29 days + BH</td> </tr> <tr> <td>After 10 years NHS service</td> <td>247.5 hours + BH</td> <td>33 days + BH</td> </tr> </tbody> </table>	Length of service	Annual leave & BH in hours	Annual leave & BH in days	On appointment to NHS	202.5 hours + BH	27 days + BH	After 5 years NHS service	217.5 hours + BH	29 days + BH	After 10 years NHS service	247.5 hours + BH	33 days + BH
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Pension	<p>You are encouraged to join the NHS Pension Scheme, and will be brought in to the Pension Scheme automatically on commencement unless you opt out. The pension contribution rates as at 2017/18 are available here: http://www.nhsbsa.nhs.uk/Pensions/4207.aspx</p>												
Safeguarding	<p><u>Safeguarding Children</u></p> <ul style="list-style-type: none"> Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children, 2015) All staff need to ensure as part of their work with children and families and with adults who are parents or carers who are experiencing personal problems, that the needs of the children are considered and that where necessary they are assessed and appropriate referrals are made. Staff need to be aware of the relevant parts of <i>What To Do If You're Worried A Child Is Being Abused</i> (DfES 2015) https://www.education.gov.uk/publications/standard/publicationdetail/page1/dfes-04320-2006 It is incumbent on all staff that they undertake child protection / safeguarding children training as per Safeguarding Children and Young People: roles and competences for health care staff Intercollegiate document September 2014 and their own organisation's Safeguarding Children Learning & Development Framework. https://www.rcpch.ac.uk/resources/safeguarding-children-young-people-roles-competencies 												

	<p><u>Safeguarding Adults</u></p> <ul style="list-style-type: none"> • Under sections 42 to 47 of the Care Act (2014) chapter 14 of the statutory guidance states: <i>Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes feelings and beliefs in deciding on any action. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved.</i> • All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice. Safeguarding is everyone’s business and staff within the organisation have a particular responsibility to ensure all safeguarding concerns are responded to effectively and efficiently in accordance with the local Safeguarding Adults Board Policy and Procedure. <p>http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366104/43380_23902777_Care_Act_Book.pdf https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf</p>
Health and Safety	<p>You are expected to make yourself aware of and comply with the host organisation’s Health and Safety policies. Contravention of this policy will normally be regarded as a disciplinary matter.</p> <p>You are expected to comply at all times with the requirements of the Health and Safety Regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.</p> <p>The ICB operates a non-smoking policy.</p>
Equal Opportunities	<p>The ICB welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness or disability. We aim to provide a non-judgemental service at all times.</p>

Job Description Agreement

Job Title:

Area:

