

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	FHC Care Funding and Support Manager	Grade:	PO7
Reports to (Designation):	Head of Service- Care Resources	Grade:	SMG
Directorate:	Family Help and Care (FHC)	Department:	CYP

Main Purpose of the job:

To be the lead officer for the management of provider resources in FHC ensuring that the operations represent good value for money at the highest quality and in line with the needs of children and young people.

To contribute to the design and implementation of the operating model for the Care Funding and Support team in the Family Help and Care division, ensuring that these processes comply with relevant social care legislation and national and local policies, where relevant.

To supervise staff and be responsible for the day-to-day operational management and performance monitoring of the team in the Family Help and Care division.

To be responsible for key improvement work, data quality assurance and for the consistent application of data entry quality, team protocols and controls throughout the range of activities of the team.

To act as an ambassador for the team and maintain good relationships with managers across the organisation and suppliers to ensure that processes are handled effectively and efficiently in a manner which complies with legislative and policy framework.

Summary of Responsibilities and Personal Duties:

1. Oversee and be responsible for the work of commissioning care/leaving care and stability packages, internal provider services, including direct payments, and other provider services.
2. Broker and secure the improvement of care and stability packages/ outcomes and objectives through developing innovative strategy, planning, coordination and implementation in line with the service plan.
3. Develop business processes, protocols and procedures for the effective and efficient delivery of the team activities- inc. provision of cost-effective goods and services at the highest quality

4. Deliver integrated systems and ways of working that ensure the best use of resources that support strategic planning.
5. Oversee partnership arrangements to ensure joint-funding contributions are maximised in relation to health and education.
6. Oversee a range of improvement including CLA savings and BI reporting.
7. Be responsible for ensuring financial and portal systems (such as, but not limited to, Controcc and Oracle) are used optimally and are fit for purpose, working closely with developers and end users to ensure technical compatibility and satisfaction, when needed.
8. Oversee compliance with processes, mechanisms and protocols for effective contract management, performance management, payment management across FHC through quality assurance activities, regular briefings and knowledge/skills-sharing.
9. Be responsible for ensuring providers stay up-to-date and are regularly monitored for start, end date or suspension.
10. Be responsible for budget reconciliation and validation activities in relation to external and internal providers' queries.
11. Be responsible for the drafting and implementation of financial panels duty rotas for the team
12. Be responsible for day-to-day budget monitoring and the tracking of relevant and accurate financial data for the drafting of high-quality reports, as requested by line-manager- inc. operating financial and other resource management systems as required to ensure budgets are effectively and rigorously managed in accordance with Council Financial Regulations.
13. Ensure financial decisions are in the best interests of both the client and the council to ensure best value and tight budget management.
14. Contribute to the continued development, maintenance and improvement of the financial data dashboard.
15. Ensure that systems and processes are in place to accurately collect performance data and customer information in line with the team remit.
16. Analyse and monitor performance information on core business processes and activities and work collaboratively with line-manager to design and implement approaches to resolve operational performance issues and service failures.
17. Ensure staff, carers, partners and suppliers' compliance with policies, processes and protocols related to the wide range of provision and brokerage of goods and services, financial panels, invoicing queries, means-testing assessments, and any other payment-related activities covered within the team.
18. Contribute to relationship building with internal and external stakeholders.
19. Set up and lead project teams to co-ordinate work programmes to deliver changes to processes and technology and be responsible for ensuring projects are delivered on time and to budget.

20. Have day-to-day responsibility for the effective use and recording of sensitive social care information for the Council's core social care line-of-business systems (such as LCS, EHM, ContrOCC, Oracle).
21. Maintain up-to-date knowledge of legislation and policy affecting the delivery of social care services in a local authority environment and to provide training and briefings to all relevant staff on the impact of changes on working practices.
22. Ensure that all staff have a training plan and access to process guides and training materials necessary for them to complete their day-to-day duties.
23. Have overall responsibility for the recruitment, induction, continued training, learning and development, supervision, practice standards, capability, wellbeing, motivation and discipline of staff in accordance with the Council's policies and procedure and in accordance with the needs of the Family Help and Care division.

Internal Contacts: Operational managers across the organisation, Finance Transactions Team, Finance, Performance & Quality Assurance teams, Communications and other key corporate areas such as commissioning, ASC, Information Management and Technology Division, Transformation and Development team, Human Resources.

External Contacts: External suppliers and providers of services and goods, children, families and carers and advocates, schools, the voluntary sector, IT systems maintenance, Mayor and members, Ofsted etc...

All Employees are required to:

- Carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures
- Carry out duties with due regard to the Council's values and behaviours
- Participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.
- Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 2

Title: Operational Lead

Grade PO2

No of posts 2

Number of partially managed staff: 9

Title: Team Officers

Grade SO1

No of posts 9

PERSON SPECIFICATION

Job Title: FHC Care Funding and Support Team Manager **Grade:** PO7

Department: Care Resources- Family Help & Care/Children and Young People's services

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relate to this post	S
Knowledge	
Extensive knowledge of current legislation, guidance, best practice and research in relation to all aspects of Children's Social Care	S
Extensive knowledge of current policy and practice issues in respect to the provision of high-quality goods and services in Children's Social Care	S
Extensive knowledge of relevant legislation impacting on the delivery of brokerage services and invoice/ payment-related activities in a social care setting	S
Extensive knowledge of financial procedures, systems and controls	S
Extensive knowledge of council's procedures in relation to dealing with and contracting supplier/carer/provider services	
Good knowledge of housing legislation, pathways and policies relevant to care experienced CYP	
Good knowledge of means-testing assessment and calculation of carer contributions, taking into account the framework for Children's Social Care legislation and Welfare benefits	
Good knowledge of the principles, tools and methodologies of successful budget monitoring, project and programme management	S
Good knowledge of transformation, service redesign and service improvement models, techniques and best practice	S
Clear knowledge and understanding of the use of data and the role of management information to raise standards	

Clear knowledge of data quality and data management issues involved in managing data about children and young people, including financial data in a social care setting	
Good knowledge of the particular issues relating to safeguarding in a social care setting and the processes for ensuring that these requirements are met	
Knowledge of the specific data needs in relation to social care/education services, including collection, handling, analysis, interpretation and statutory reporting, particularly in relating to the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018	
Skills Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested – T)
Highly effective financial and budget management skills	T
Highly confident user of core business ICT systems (including but not limited to LCS, EHM, Controcc, Oracle and Microsoft packages)	T
Excellent communication and negotiation skills – oral, written and presentational with ability to prepare and present complex written reports for a variety of audiences	T
Highly effective project and programme management skills with ability to generate viable action plans, putting them into operation, and then monitoring progress to ensure objectives are achieved.	T
High-level problem-solving skills, the capacity to think quickly, analytically, logically and proactively	T
Advanced organisational skills with the ability to collect, collate and analyse and interpret a range of complex and sensitive data (financial and otherwise)	T
Experience	
Proven track record of sound financial management that is compliant with current accounting procedures	S
Proven track record of effectively managing and supervising teams in a social care environment in order to deliver core business processes to agreed performance standards	S
Proven track record of brokering, procuring or commissioning goods and services that meet the needs of children, young people and families in a social care setting	S
Significant experience of managing, motivating and developing staff to contribute to the delivery of service objectives	S
Demonstrable experience of process and service redesign and technical projects in a social care setting which improve customer focus and service delivery, respond to changing legislative or service demands and deliver savings	
Demonstrable experience of working collaboratively with managers, colleagues and external organisations to identify and solve problems or operational issues	
Extensive experience of monitoring service performance and preparing statistical reports which demonstrate service achievement against targets	
Experience of monitoring service budgets	
General Education	
Excellent levels of literacy and numeracy	T
Educated to degree level (or equivalent)	
Project/Programme Management qualifications eg. Prince 2, MSP	

Personal Qualities	
Be resident focused. With the ability to listen to learn, think broadly and find solutions, make decisions and take action.	
Be ambitious to improve. A person who takes responsibility, creates and innovates, measures and evaluates.	
Take a one council approach. Inspiring and communicating, trusting and empowering, collaborating.	
A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect	
Resilience and drive to meet the evolving demands and conflicting pressures of the post	
Highly motivated to support the development of the service, providing responsive high-quality work whilst meeting deadlines	
Circumstances	
Able to attend meetings in the evenings; to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☐ **Standard** ☒ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)