

<b>Job Title:</b>	CHC Assessor
<b>Band:</b>	6
<b>Team/Directorate:</b>	Individualised Care & System Flow/ Commissioning & Contracting Directorate
<b>Accountable to:</b>	Associate Director for Individualised Care & System Flow
<b>Responsible for:</b>	CHC Clinical Team Leader
<b>Locality and Base:</b>	The post holder will be based at one of the BLMK Headquarters but may be required to work at any establishment at any time throughout the duration of their contract, including working from home.

### Job Summary & Purpose:

The CCGs in Bedford, Luton and Milton Keynes have come together under one governing body and senior team referred to as BLMK ICB. We are an exciting new organisation putting the needs of communities at the heart of our commissioning arrangements, by working with local partners across health social care and the third sector.

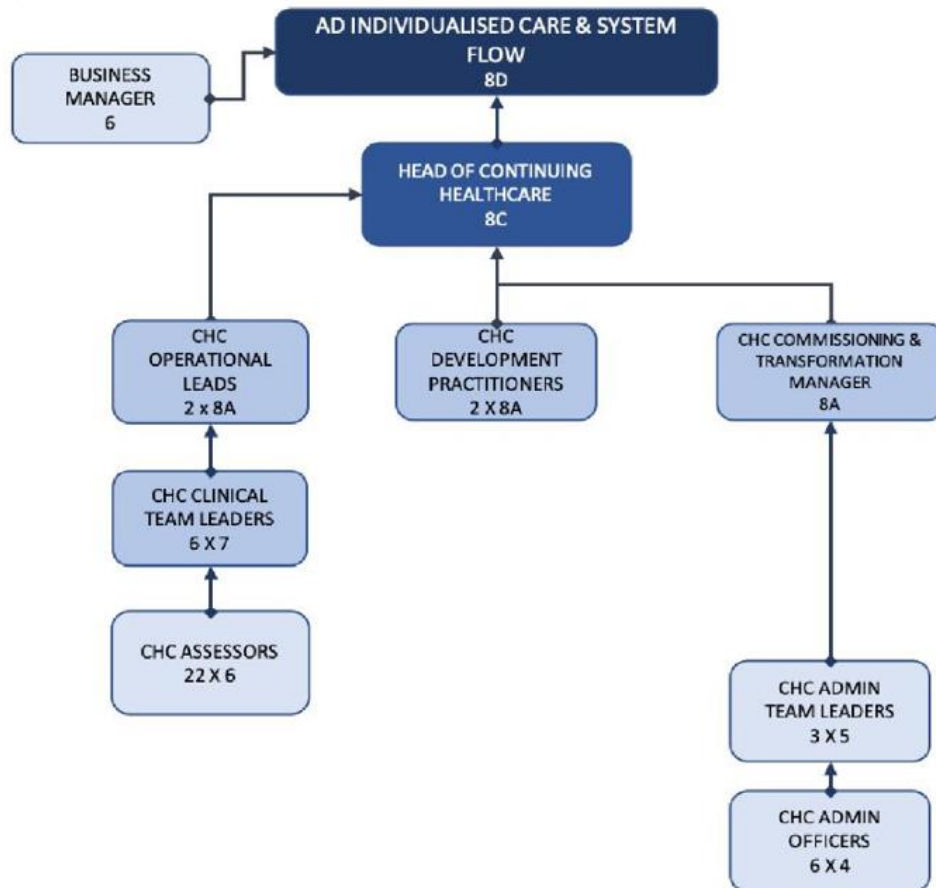
The Individualised Care and System Flow department includes a wide range of services encompassing unplanned care, (i.e. emergency care), discharge and intermediate provision, acute services and pathways for those living with frailty including those for older people and/or those at end of life and personalised care through the commissioning of care packages and placements via personal health budgets or continuing healthcare funding.

The post holder will play a key role in supporting the Continuing Healthcare (CHC) service across the region, working within the remit of the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care, to ensure an effective and competent level of service that consistently delivers an individual-focused service, ensuring the delivery of key quality outcomes and strategic objectives.

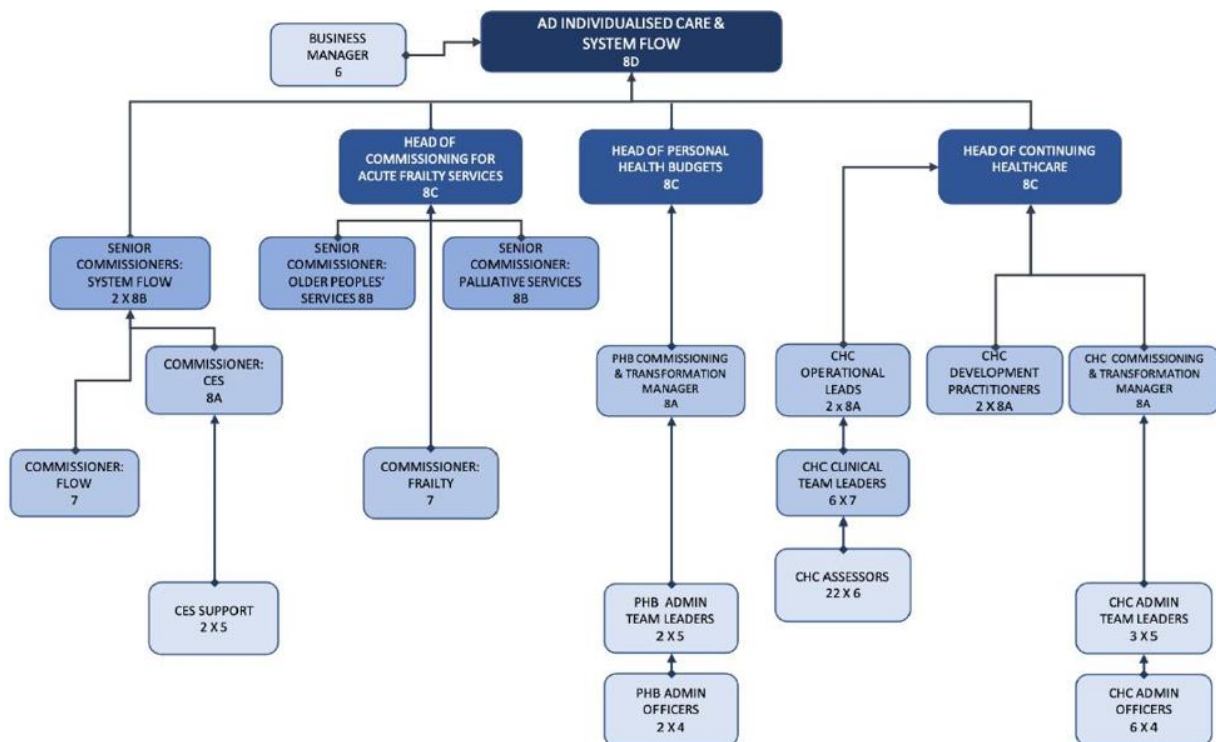
The post holder will be responsible for the delivery of patient centred assessments in order to identify any primary health care need which may result in eligibility for CHC (or associated funding stream) ensuring the national framework for NHS Continuing Healthcare and NHS-funded Nursing Care is implemented and complied with according to the principles and processes. Where appropriate, onward referral to other agencies may be required.

The role will ensure that the provision of care achieves individual outcomes and ensures the delivery of efficient qualitative placements. As a CHC Practitioner, the post holder will manage a caseload with often multifactorial packages of care. The role will ensure that the provision of care achieves individual outcomes and ensures the delivery of efficient qualitative placements.

### Team Structure:



### Organisational Context:



### Key Duties and Responsibilities:

1. Working within a team of Continuing Healthcare Practitioners ensuring a high-quality service is delivered, peer supporting and mentoring junior staff to achieve continuous improvement
2. Managing a caseload of CHC eligible individuals, often with complex needs
3. Facilitating and contributing to multi-disciplinary assessments and patient reviews in line with the NHS Continuing Healthcare and NHS-funded Nursing Care National Framework
4. Ensuring the principles and duties of Liberty Protection Standards are holistically, consistently and conscientiously applied to the caseload
5. Supporting the Continuing Healthcare team to ensure that workstream plans are fulfilled and supervised effectively to ensure successful delivery
6. Supporting the Team Leader in ensuring that all processes that are implemented are compliant with the NHS Continuing Healthcare and NHS-funded Nursing Care National Framework
7. Commitment to completing all mandatory training
8. Deputising as required in the absence of the Team Leader for Continuing Healthcare
9. Assisting the Team Leaders for Continuing Healthcare with resolution of complaints, appeals and disputes as well as capturing of lessons learned to mitigate these instances
10. Supporting delivery and development of standard operating procedures and processes, including those for personal health budgets (PHBs), within the team
11. Communicating information, risks, issues and dependencies, including briefings and reports
12. Maintaining professional registration and up-to date knowledge of legislation as well as demonstrating accountability for own actions according to relevant professional code of conduct
13. Providing relevant and timely specialist advice and guidance on functional and information matters relating to the service working with members of the team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions
14. Delivering against objectives, achieving quality outcomes
15. Prioritising own workload and working to tight deadlines
16. Ensuring a person-centred approach with individuals, families and representatives

#### **Additional responsibilities for line managers**

The postholder is required to:

1. Hold regular one to one line manager meetings, and complete annual appraisal cycle with Direct reports. Keeping accurate records of these.
2. Have a health and wellbeing conversation with direct reports and develop a personalised plan These conversations may fit within an appraisal, Risk Assessment (Young Persons, Maternity, Stress Risk Assessments) or one-to-one line management discussion, and should be reviewed at least annually. As part of this conversation, to discuss the individual's health and wellbeing, and any flexible working requirements, as well as equality, diversity and inclusion.
3. To ensure that attendance and absence is logged in line with local procedures.

4. To ensure that paperwork or electronic system changes associated with Starters, Leavers and Movers are completed and submitted in line with local procedures.
5. Additional requirements for roles where professional registration is required.
6. Complying with NHS Codes of Conduct and Standard Business Conduct and/or NHS Trust Standards of Business Conduct policies. Complying with the organisations conduct and accountability code and any relevant codes of conduct dependent on your profession (e.g. Nursing and Midwifery Council (NMC))

## **Supplementary Duties & Responsibilities**

### **Mobility**

The postholder may be required to work at any of the other sites within the organisation subject to consultation. The postholder will be expected to co-operate with changes arising as a result of organisational change subject to consultation, at any time throughout the duration of their contract.

### **Health and Safety**

The postholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

### **Information Governance**

(Confidentiality, IT Security, Data Protection, Cyber Security and Freedom of Information).

All employees must comply with legal obligations and statutory requirements in relation to the above, (including, but not limited to, the General Data Protection Regulations (GDPR), Data Protection Act 2018), the ICBs IT Security Policies, Information Governance Policies and procedures and IG Guidelines which are available on the BLMK Intranet.

The post holder is required to respect the confidentiality of all individuals (including, but not limited to, clients, patients, carers, colleagues etc.), by not disclosing any information obtained, accessed or used during the course of your duties to anybody who does not have a legitimate reason to receive it.

All employees have an obligation to report any noncompliance by themselves or others, through the Incident Reporting process.

For details of how the ICB processes your identifiable information please see the 'Staff Privacy Notices' on the public website or ask a member of the HR or IG Team for a copy.

### **Infection Prevention and Control**

Infection Prevention and Control (IPC) is everybody's responsibility. The post-holder must comply with any IPC policies and procedures in operation, at any location visited during the discharge of their duties. IPC training must be completed where relevant to the role.

**Safeguarding and Prevent**

All staff are responsible for ensuring that they are familiar with and adhere to the ICB's Safeguarding Children and Adults policies and procedures. All ICB employees who commission services or may come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult. All staff are required to attend mandatory safeguarding children and adults training including Prevent Training as well as undertake any additional safeguarding training in relation to safeguarding relevant to their role.

**Risk Management**

Be aware of risk management related policies and procedures.  
Have knowledge of risk management system used in the ICB.  
Participate in organisation-wide training to support effective risk management.

**Smoking**

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, as an employer and as a commissioner.

**Flexible Working**

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

**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.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

**Signed to confirm this is an accurate reflection of the role.**

**Line Manager:**

**Post holder :**

**Date :**

## Person Specification

Criteria	Essential	Desirable
<b>Experience</b>	<p>Demonstrable experience of working in a large complex organisation.</p> <p>Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area</p> <p>Demonstrable experience of assessing an individual's care needs, for example care and support under part 1 of the Care Act 2014, or a primary health need as defined in the Continuing Healthcare Framework Decision Support Tool</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 health services.</p> <p>Experience in communications and stakeholder management</p>	<p>Experience of working within the NHS.</p> <p>Experience in communications and stakeholder management</p> <p>Comprehensive knowledge of project management and/or health information systems development</p> <p>Workforce development knowledge and experience</p> <p>Previous experience in similar role in public sector</p> <p>A good understanding of the health and social care environment and roles and responsibilities within it</p>
<b>Organisational Skills</b>	Ability to manage competing priorities in a busy and changing environment	Project management skills
<b>Flexibility</b>	Ability to travel to other sites within the BLMK area	Able to work outside of traditional office hours on occasion.
<b>Professional Registration</b>	A professional nursing qualification at degree level / registration in adult, mental health or learning disability nursing etc., or an equivalent qualification, e.g. social work, or have demonstrable experience within a similar role and relevant qualifications	

<b>Communication Skills</b>	<p>Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences</p> <p>Evidence of success in efficient and effective project and programme management</p> <p>Skills for communication on complex matters and difficult situations, requiring persuasion and influence.</p> <p>Skills for nurturing key relationships and maintaining networks.</p>	
<b>Analytical</b>	<p>Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend and appropriate course of action to address the issues</p> <p>Problem solving skills and ability to respond to sudden unexpected demands</p> <p>Strategic thinking – ability to anticipate</p> <p>Attention to detail combined with the ability to extract key messages from complex analysis</p> <p>Independent thinker with demonstrated good judgement, problem-solving and analytical skills</p>	Takes decisions on difficult and contentious issues where they may be a number of courses of action.
<b>Planning Skills</b>	Ability to plan and manage own diary and workflow	
<b>Physical Skills</b>	<p>Skills for manipulating information.</p> <p>Intermediate keyboard skills</p>	
<b>Autonomy</b>	Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales	
<b>Equality and Diversity</b>	Understanding of and commitment to equality of opportunity and good working relationships	

<b>Other</b>	<p>An ability to maintain confidentiality and trust</p> <p>Used to working in a busy environment</p> <p>Adaptability, flexibility and ability to cope with uncertainty and change</p> <p>Commitment to continuing professional development</p> <p>Professional calm and efficient manner</p> <p>Effective organiser</p> <p>Demonstrate a strong desire to improve performance and make a difference by focusing on goals.</p>	
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