

JOB TITLE: COMMISSIONING & MONITORING OFFICER
GRADE: M1
REPORTS TO: Public Health Commissioning Manager
TEAM: Public Health Commissioning 1
DEPARTMENT: Public Health

Purpose of the Job

- To support the Public Health service by providing an advice and guidance service in relation to Public Health contracts including contract management, procurement and strategic commissioning
- To manage contracts on behalf of subject matter leads covering portfolios of Children and Young People, Health Improvement, Drugs and Alcohol, Sexual Health, Healthy Places, and Evidence and Intelligence
- To manage and report on service performance, quality, safety and risk to inform future commissioning arrangements

Main Areas of Responsibility

Accountabilities/Responsibilities

- To carry out inspections and quality audits within a portfolio of Public Health contracts, and to report on this at relevant meetings
- To contribute to the development of commissioning strategies
- To monitor the effectiveness, quality and safety of commissioned services
- To deliver commissioning projects in line with strategies
- To work with other organisations, agencies and service users to develop services
- Contribute to market shaping and facilitation
- Maintain effective and positive links with operational staff to develop service solutions
- Develop and maintain strong links to the provider market
- Involve stakeholders in service development.
- To develop and follow up action plans for underperforming providers
- To deputise for commissioning colleagues as necessary
- To work within national and local guidelines around safeguarding children and young people/adults, following Public Health safeguarding protocols and

where required working with partner agencies to ensure safeguarding standards are met.

- Additional responsibilities see Appendix 1

Skills and Experience

- Experience of commissioning services/service development
- Project management qualification, skills and/or experience
- Experience of working with multiple agencies and stakeholders
- Experience of monitoring and working with providers
- Excellent communication and partnership working skills
- Ability to interpret needs and financial data

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Personal Effectiveness

- Demonstrates passion and purpose about contribution you/your team make to HCC and the Citizens of Hertfordshire
- Uses a range of communication styles to influence decisions and actions
- Identifies opportunities for co-operation and cross working amongst teams and organisation
- Identifies and breaks down barriers to effective partnership working
- Self-motivated and able to carry out tasks without supervision
- Flexible and adaptable and has a 'can do' approach
- Deals effectively with work related pressure
- Demonstrates high regard for others and acts fairly and consistently within the organisational protocols
- High degree of self-awareness
- Champions a culture that values equality and diversity into service delivery
- Demonstrates a high level of personal drive and energy

Leadership

- Demonstrates accountability for the delivery of service
- Works with stakeholders to influence change and, encourages flexibility and organisational agility.
- Demonstrates a passion for delivering agreed outcomes
- Accepts responsibility for own performance and for seeking feedback
- Demonstrates an understanding of problems by identifying patterns or connections and addresses key underlying issues
- Develops and maintains productive working relationships with partners, providers and colleagues
- Sets clear standards of behaviour and performance and leads by example

Working in Partnership

- Generates energy and enthusiasm amongst team members, where team members work together to achieve shared goals, giving recognition for team and individual achievement
- Demonstrates passion and purpose about the contribution they and their team make to HCC and the citizens of Hertfordshire
- Thinks creatively of how problems can be solved with joint working
- Actively participates in cross-functional networks and groups and promotes own service within these
- Understands key external influences – political, economic, technological, social etc. and how these impact
- Quickly establishes a strong working relationship with external partners

APPENDIX ONE

- To work collaboratively with Adult Care Services and Public Health Intelligence to support the evaluation and consultation of the Multi-Disciplinary Team (MDT) approach being undertaken that will inform the future Housing Related Support (HRS) commissioning model.
- To undertake analysis of data to help to inform commissioning decisions for complex needs services.
- To work collaboratively with adult care, Ministry of Housing, Communities and Local Government (MHCLG) and to be a key link in to the 10 Districts leads to support the implementation of the Next Step Accommodation Programme (NSAP) initiatives and to ensure alignment with complex needs strategy
- To represent Public Health and to provide Public Health input into the Watford Taskforce
- To represent Public Health and to provide Public Health input into the accommodation cell.
- To support the completion of the proforma to access potential funding relating to substance misuse treatment and resources required to meet the drug and alcohol needs of those resettling in Hertfordshire
- To provide Public Health input into future commissioning models for housing related support services for adults with complex needs and homelessness and to assist and support the Complex Needs HRS commissioning process; maintaining integrated solutions across adult care and public health
- To work with the Commissioning Manager for substance misuse services and other cross department partners around the complex needs agenda and those with co-existing substance misuse and mental health (dual diagnosis)
- To work with the commissioning manager to ensure that substance misuse services are effectively integrated in to housing related support and to inform necessary changes to service delivery requirements to meet the needs of those with complex needs.

In addition to your CV, please provide a supporting statement with your application which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)