

Manchester City Council Role Profile

Head of Commissioning (Mental Health), SS2

Adult Social Care

Reports to: Director of commissioning Adult Social Services, MCC/MLCO

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partner (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together into our 12 neighbourhoods to form Integrated Neighbourhood Teams (INTs). Our INTs will drive our collaborative approach, develop partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Role Portfolio

Overall purpose of the role

The role holder will provide strategic leadership of Adult Social Care (ASC) Mental Health Commissioning across Manchester City Council.

The role is a senior management role within the Commissioning and Transformation function of Adult Social Care and will provide strategic direction and management in our Mental Health commissioning function.

The role holder is responsible for ensuring appropriate provision to support the people of Manchester 'to live a good life, as independently as possible, with the right support in their communities'.

The role holder has responsibility for advising elected Members, Committees, services and other stakeholders on matters relating to their service and specialist knowledge area.

Key Accountabilities

To perform duties on behalf of the Deputy Director Commissioning and Transformation (ASC) as required.

Lead the Council's ASC Mental Health Commissioning function supporting health and social care integration, and leading the commissioning and decommissioning of services in line with Public Service Reform principles and relevant commissioned workstreams.

Identify and lead the development of innovative commissioning strategies with a focus on the needs of local communities in an integrated approach with health partners. Improve joint commissioning both across the authority and on a city region level, ensuring that all strategies are forward-focused and outcome driven.

Ensure the quality, compliance, business continuity and performance of commissioned services are in line with the requirements of appropriate legislation, including the Care Act 2014 and alignment with Council corporate requirements for business planning, performance and budget monitoring.

Develop New Delivery Models, working in partnership across the public and private sectors and taking a proactive role in furthering Manchester's integration with health services.

Ensure that specialist and targeted services meet performance and outcome targets through close working relationships with other authority services and partners to ensure effective responses to the lives of local people.

Maintain effective and strategic provider relationship management, creating a culture of constructive challenge, collaboration and continuous improvement.

Identify, assess and manage market risks, including provider failure, and lead business continuity and contingency planning with operational colleagues.

Key Role Descriptors:

The role will apply in depth, diverse expertise with significant management experience across one service area or a range of services and associated organisations and partners, developing external relationships of significant importance to the organisation.

Liaise directly with members and local councillors to drive effective decision making, contributing to the development of corporate policy and advising in relation to highly complex issues.

The role will lead on work to ensure services delivered directly support organisational aims and the growth and ambition of the region. A key part of this is the creation of business plans that support long term priorities.

The role holder will establish new ways of working which focus on strength-based outcomes for Manchester communities and drive continuous improvement in the delivery of services.

Lead and ensure an understanding unit costs of care, gaps in the care market and identifying the most effective and efficient commissioning solutions.

Ensure statutory regulations are met to safeguard the organisation and the population of Manchester. Manage employees and budgets successfully ensuring service needs and resource levels are identified and met. Shared or lead responsibility for a specific budget/s.

Our leaders should be exemplars of the Our Manchester behaviours in action: demonstrating them through their interactions with colleagues and partners day-in-day-out and their overall approach to delivering for the people of Manchester. They should be confident in challenging others who are not demonstrating these behaviours and open to challenge when others feel they are not working in this way.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Key Competencies and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Strategic Thinking Skills:** The ability to translate vision into strategy and strategy into action, while maintaining focus, objectivity and sound judgement under complex conditions and an understanding and ability to interpret national policy.
- **Analytical Skills:** Demonstrate the ability to apply analytical and logical thinking, often beyond own areas of expertise, to gathering and analysing information, designing and testing solutions to problems and formulating plans.
- **Planning and Organising Skills:** Sets clearly defined objectives, planned activities and projects in advance and take account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance in a highly pressurised environment.
- **Problem Solving and Decision-Making Skills:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Commissioning Skills:** An ability to inform, plan and co-ordinate services in the context of competing priorities. Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.
- **Communication Skills:** An influential and persuasive communicator at all levels who can define and articulate a strong sense of purpose, which engenders commitment to shared objectives.
- **Commercial Skills:** Ability to manage the tender/evaluation process for the commissioning of bespoke work and the management of internal and external contractors.

- **Financial Management Skills:** Effective management of financial resources to achieve the best value for money in the arrangement and delivery of packages of care.

Technical Requirements (Role Specific)

- Substantial and demonstrable track record of senior experience leading commissioning functions in ASC or a comparable public service environment, including managing complex provider portfolios.
- Substantial understanding of the Mental Health care and support market.
- Demonstrable experience of Health & Social Care structural, legislative and policy context in which the system operates.
- Demonstrable experience of leading and delivering transformational change, both within adult social care and driving change at system level.
- A proven track record and demonstrable experience of successfully managing finance and competing budget priorities, risk and performance within the context achieving value for money.
- Excellent analytical, commercial, negotiation and stakeholder management skills, with the ability to communicate highly complex and sometimes contentious information with impact.
- Track record of leading teams, building capability and delivering improvement through others in a matrix setting.
- Can demonstrate political acumen and aptitude to adapt to a political environment.