

Job Description

Job Title	Commissioning Nurse
Corporate Function	All Age Continuing Care
Band	6
Responsible to	Head of AACC service(s)
Accountable to	Associate Director of Quality and Improvement
Budgetary responsibility	Actively promote and implement personal health budgets
Manages	None
Direct reports	AACC Commissioning Nurse
Indirect reports	None

Purpose and remit

Cheshire and Merseyside ICB is a highly complex organisation serving a population of over 2.5 million people across nine Places (Boroughs including local Authorities), 17 NHS Provider organisations, 51 PCNs plus North West Ambulance service as well as third sector and voluntary organisations. Cheshire and Merseyside is the third largest ICS in the country, and in regard to scope of organisations the ICS is double the size of the next largest ICS.

From a demographic perspective, there are some real challenges within Cheshire and Merseyside. 33% of the population of Cheshire and Merseyside live in the most deprived 20% of neighbourhoods in England. In addition, the population overall suffers from some of the poorest health outcomes in England.

The post holder will play a key role in supporting the All Age Continuing Care service across Cheshire and Merseyside. Working within the remit of the National Framework for Continuing Healthcare and funded-Nursing Care, the post holder will deliver an effective and competent level of service and consistently deliver a person centred service.

The post holder will be responsible for assessing individuals, ensuring the National Framework for NHS Continuing Healthcare and Funded-Nursing Care is implemented and complied with according to the principles and processes. This includes management of packages of care, ensuring these are commissioned to meet identified health outcomes.

Key responsibilities

This will be varied and will adapt over time as both the ICB/S develops. However, the postholder is expected to fulfil the following key functions:-

- Assessment and case management carried out in a timely, effective, person centred way.
- Compliance with national process and policy around Continuing Healthcare.
- Compliance with national targets and quality indicators for CHC.
- All partners and stakeholders being fully aware of potential / actual delays and likely timescales for discharges.
- Commissioning of safe, cost effective, quality and appropriate care.

Key working relationships

The post holder will have regular contact with a wide range of staff at all levels within the ICB/S, with senior and other representatives of local stakeholders, as well as with patients and their representatives. Some of the key direct relationships include:

- Cheshire and Merseyside ICB/S executive teams
- Cheshire and Merseyside ICB leadership teams
- Chief Information Officers / Digital Leads
- Clinical Leaders
- Colleagues within NHSE/I
- Senior leaders across Cheshire and Merseyside, NHS, local authorities and other third sector organisations

Main duties and responsibilities

- Meeting individuals on-going health care needs ensuring delivery of, and compliance with, the National Framework for NHS Continuing Healthcare and NHS-funded nursing care
- Ensure assessments are undertaken in line with the National Framework for Continuing Healthcare and funded-Nursing Care and submitted to the ICB within the service's key performance indicators
- Complete all reviews and assessments in line with the service's key performance indicators
- Work closely with acute Trusts to support discharge to assess pathways
- Accurately input information onto departmental databases and tools used in Continuing Healthcare adhering to NMC standards for record keeping
- Assist and support individuals and representatives in relation to the Continuing Healthcare process
- Commission appropriate packages of care for individuals eligible for CHC or other NHS funded care, in line with the Commissioning Policy.
- Case management and ongoing review of individuals eligible for CHC or other NHS funded care in accordance with the National Framework for Continuing Healthcare and NHS-Funded Nursing Care
- Provide assurance regarding quality of individual packages of care by undertaking reviews as required and reporting quality/safeguarding concerns

through the agreed reporting route in a timely manner Undertake urgent reviews of individuals where quality and safety concerns have been identified

- Ensuring data systems are kept up to date and maintained in line with standard operating policy and procedures
- Management of complaints/disputes
- Prepare and collate appropriate documentation to enable the level of NHS funding to be determined within the parameters of the National Framework for Continuing Health Care and NHS Funded Nursing Care
- Process urgent fast track referrals and, where appropriate, procure packages of care in a timely manner for individuals who are receiving or require end of life care.
- Support young adults transitioning from child to adult services, awareness of policies pertaining to this assessment
- Maintain constructive relationships with a broad range of internal and external stakeholders
- Delivering against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines
- Maintaining up-to-date knowledge of legislation, policies and guidance
- Have an understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards completing relevant documentation for Court as appropriate
- Maintain professional confidentiality in all matters relating to patient care.
- Promoting transparency and a person-centred approach with patients, families and representatives
- Actively promote and implement personal health budgets
- Participate in audit within the service
- Triage new referrals and participate in the duty desk as appropriate
- Participate in the delivery of training programmes for staff across health and social care
- Actively promote communication and partnership working between the statutory, independent and voluntary sectors.
- Providing relevant and timely specialist advice and guidance on functional and information matters relating to the service
- Contribute to team function by sharing own clinical skills / expertise and knowledge.
- Identify any training needs within the independent and statutory services and ensure this information is fed back appropriately.
- Ensuring own compliance with all statutory and mandatory training.
- Line manage staff as requested, ensuring HR policies and procedures are followed.
- Ensure any staff that are line managed by the post holder receive appropriate supervision
- Carrying out other appropriate delegated duties as required.

- Adhere and complete the NHS Continuing Healthcare competency framework on an annual basis.

The main duties and responsibilities described above are not exhaustive and the post holder can expect to take on other responsibilities or specific tasks as required.

Further, over time it is likely the remit and requirements of the role will evolve and the post holder will be expected to adjust their working approach and style to accommodate these. As a new post within the organisation, to reflect the above, it is expected that this job description would be reviewed regularly, by agreement.

Person specification

Experience	<ul style="list-style-type: none"> • Understanding of Local Authority functions. • Conversant with national and local guidance on NHS continuing health care and NHS Funded Care • Strong understanding of the operational management and clinical role of the NHS • Understanding of the patient experience agenda & its contribution to quality • Knowledge & understanding of the current NHS agenda and of primary care • A good understanding of personalised care, in particular personal health budgets • Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making. • Demonstrated capabilities to manage own workload effectively and make informed decisions working to tight and often changing timescales. • Ability to analyse cases where material is conflicting and drawn from multiple sources. • Experience of working in a health or care environment. • Previous experience of caseload management. • Track record in clinical quality & performance activities.
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of qualification or experience in working at a similar level in specialist area • Current Nursing qualification and registration • Evidence of continued professional development
Skills	<ul style="list-style-type: none"> • High level of interpersonal skills; excellent communication skills with the ability to communicate effectively with a wide range of individuals. • Capability to work across boundaries and foster close collaboration.

	<ul style="list-style-type: none"> • Ability to build effective working relationships across a range of health care and other organisations. • Negotiation and conflict management skills and the ability to influence. • Determination, perseverance, and resilience. • Flexibility and the ability to handle a rapidly changing and ambiguous environment. • Dependable and reliable. • Numerate and articulate, verbally and in writing. • IT Skills, ability to use Microsoft Office programmes (Word, Outlook). • Accurate data entry and text processing skills.
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Effort, skills and working conditions

Physical skills	<ul style="list-style-type: none"> • Developed physical skills for sensory assessment, dexterity and accuracy
Physical effort	<ul style="list-style-type: none"> • Clerical based activity in offices or other care settings. Sitting in restricted positions for long periods of time
Mental effort	<ul style="list-style-type: none"> • Frequent concentration required for assessing patients. Work pattern can be unpredictable with interruptions to deal with unpredictable client behaviour
Emotional effort	<ul style="list-style-type: none"> • Exposure to distressing or emotional circumstances varies in frequency. Imparts unwelcome news relating to care packages. May encounter severely challenging behaviour
Working condition	<ul style="list-style-type: none"> • Occasional exposure to highly unpleasant conditions

Supplementary Duties & Responsibilities

Generic Clauses for all Job Descriptions

- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the ICB performance and development review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the ICB.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all ICB policies and procedures.
- The post holder shall as necessary provide cover for and undertake duties of absent colleagues.

Information Governance, Data Protection & Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott
- Be aware that breaches of ICB Information Governance procedures and codes of conduct could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott and
- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000 Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the ICB and others in meeting statutory regulations.

- To comply with safety instructions and ICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Risk Management

You are required to contribute to the control of risk and use the incident reporting system to alert the ICB of incidents or near misses that may compromise the quality of services.

Infection Control

All staff have a duty to comply with policies and guidelines in relation to Infection Prevention and Control. You have a duty to ensure that you minimise the risk of infection and infectious diseases. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines and challenging inappropriate infection control and hygiene practice.

Equality & Diversity

The ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As an ICB we value the diversity of our staff and service users, and therefore recognise

and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the ICB's Equality and Diversity Policy and the commitments and responsibilities the ICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adults

The ICB has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All staff must ensure they adhere to the ICBs safeguarding children and adults policy and comply with the Local Safeguarding Children and Adult Board procedures. They must be mindful of their responsibility to safeguard children and adults in any activity performed on behalf of the ICB in line with the requirements of statutory guidance and legislation. Staff must keep up to date with safeguarding knowledge and skills by undertaking mandatory safeguarding training as specified in the ICB safeguarding policies, which includes understanding and recognising the signs of abuse and knowing how to raise concerns when those signs of abuse are noticed in a person.

Codes of Conduct and Accountability

You are required to comply with codes of conduct and accountability and any relevant codes of conduct dependent on profession (e.g. N&M/NHS Managers/Allied Health Profession etc).

External Interests

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Sustainability

All employees will help deliver sustainability as outlined within [NHS Cheshire and Merseyside's Green Plan](#) to help the NHS achieve its net zero goals:

- For the emissions we control directly (the NHS Carbon Footprint), we will reach net zero by 2040, with an ambition to reach an 80% reduction by 2028 to 2032
- For the emissions we can influence (our NHS Carbon Footprint Plus), we will reach net zero by 2045, with an ambition to reach an 80% reduction by 2036 to 2039.

All employees are expected to undertake the following:

- Engages in sustainable practices while in the workplace - accepts and follows the Sustainability Policy and Procedures - the employee should try to reduce the environmental impact of their work
- Involvement in improving the directorate's/ office's/ ward's sustainability - seeks methods to make departmental functions more sustainable and takes an active role to initiate change in this direction
- Partakes in sustainability training
- Seeks ways to reduce waste, water, paper, and energy usage