

JOB DESCRIPTION

Job Title:	Service Development Officer
Band:	NHS AFC 7 / City Council 10
Location:	Southampton
Hours:	Full/Part Time
Accountable to:	Commissioner

Summary of Responsibilities:

The post holder will assist in the development of a clear integrated approach to commissioning with specific responsibility for service re-design and performance in identified areas to ensure delivery of the best possible care within the resources available which meets national and local priorities and improves the health and wellbeing of the population.

The postholder will be part of an Integrated Commissioning Unit.

The aim of the post is to contribute to delivery of transformational health and wellbeing outcomes through securing high quality service provision. You will assist with service re-design through the development of innovative ways of working.

The post holder will have discrete projects to manage as well as be expected to provide support to other projects and programmes of work being undertaken within the team
To support clinical leads and councillors and contribute in shaping commissioning strategy, identification of needs and pathway decisions.

Main Duties

1. Support the Integrated Commissioning Unit in service planning and strategy by leading on specific areas of work including:
 - Work with clinical and professional colleagues to develop effective and efficient models of service delivery.
 - Undertake needs assessment to inform planning and developing commissioning options including the analysis of a variety of information.
 - Undertake service reviews and develop option appraisals to support commissioning decisions.
 - Work with all stakeholders to ensure active participation in the development and design of services.
 - Lead on areas of system redesign to achieve agreed outcomes and improvements, adopting a project management approach.
 - Develop detailed service specifications which are based on clear measurable outcomes and include arrangements for monitoring and review.
 - Identify priorities and gaps in existing service provision and propose effective and value adding solutions.

- Work with service providers and others to develop a culture of continuous improvement using contracting mechanisms as appropriate.
- To develop and monitor robust project plans and risk logs.
- Support the delivery of quality improvement programmes.
- Contribute to the development of strategic priorities, team and business plans.
- Ensure effective mechanisms for service user/patient/carer consultation which results in their views being appropriately reflected in commissioning plans.
- Through commissioning activity support the delivery of any required strategic plans.
- Develop business plans and business cases as required.
- Work with colleagues in finance to cost service developments and develop budget plans.
- Produce reports and undertake presentations to a range of audiences and stakeholders.

Quality and Governance

- Ensure continuous improvement of data quality and recording.
- Be responsible for developing and overseeing delivery of action plans to improve performance in key areas.
- Contribute to the development of effective monitoring and performance management mechanisms.
- Analyse performance management information for relevant projects using trend analysis and benchmarking to identify and challenge areas for improvement or further investigation.
- Analyse and interpret highly complex data and information and ensure, using benchmarking amongst other available tools, that the services commissioned represent the best within the available financial and human resources.
- Undertake elements of the commissioning process for services as directed. This might include:
 - Anticipating future trends and mobilising relevant stakeholders to address them, using innovative approaches
 - Undertaking gap analysis between current services and the requirements for transformational service delivery
 - Deciding priorities and establishing strategic options whilst ensuring robust risk management
- To chair meetings, including inter-agency multi-disciplinary meetings as and when required.

Partnership Working

- To develop, lead and maintain strong working relationships with a wide range of stakeholders.
- To ensure a collaborative approach to the strategic planning, development and commissioning of services, especially when working with service users.
- To plan and lead workshops for stakeholders, including staff in order to promote and develop the commissioning programme.

Leadership and management

- Link with regional and national government departments leading on specified service areas.
- Deploy high quality interpersonal skills to establish credibility and confidence amongst clinicians, Elected Members, managers and other stakeholders
- Manage the work and performance of any line managed staff so that:
 - Individuals are deployed and priorities are set.
 - The overall quantity and quality of service improves.
 - Effective practice is disseminated particularly.
 - There is an accurate overview of the performance of the service in the area and the appropriate steps are taken as soon as issues are identified to challenge and support individuals and or teams whose performance causes concern.
 - Individuals are kept informed of service and policy developments and legislative changes.
 - Workforce development takes place with minimal disruption to service delivery.

- Users receive accurate information on matters relating to the performance of the service.

Planning and Organisation

- Ensure that areas of responsibility are well planned, managed and organised at all times, making use of appropriate project management methodology.
- Ensure that all projects are properly documented throughout and that all stakeholders use a common set of processes and systems
- Ensure that all projects have clear milestones and are delivered to quality, cost and time.

Analysis, data management and reporting

- Establish systems which will ensure ongoing monitoring, identification and mitigation of risk.
- Analyse and interpret highly complex information to inform service design.
- Prepare reports for senior management teams and governing boards.
- Provide critical analysis and interpretation of complex information, data and statistics to inform decision making.

Human Resources

- To provide support, leadership and direction to line managed staff across both organisations and other team members.
- Deliver programmes of work and specific projects which may include responsibility for management of staff working on that programme/project and responsibility for achieving the financial savings or benefits agreed for that programme/project.
- To line manage staff to and ensure that their role in the organisation and delivery of targets is understood by them.
- Undertake staff appraisals, disciplinary and grievance matters and recruitment and selection.

Financial resources

- Management of budgets relevant to the work area within standing orders and financial policy and procedures.
- Work jointly with others to undertake financial analysis to support commissioning activities.

Other

- Contribute to the wider Integrated Commissioning Unit including:
 - Taking responsibility for work/providing advice in other areas of the Unit.
 - Participating in professional development, and taking a lead as appropriate

HEALTH, SAFETY & SECURITY

- It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

EQUALITY & DIVERSITY

- It is the responsibility of all employees to promote a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of SCC/CCG Equal Opportunities Policies.

NO SMOKING POLICY

- Staff and visitors are banned from smoking on CCG and SCC premises.

SUBSTANCE MISUSE POLICY

- The CCG and SCC operate a Substance Misuse Policy.

CONFIDENTIALITY

- In the discharge of his/her duties, the post-holder may often be in possession of confidential and/or personal information. He/she must not disclose or discuss such information outside the workplace, or within the workplace, except in the proper discharge of normal duties. Failure to observe confidentiality may result in disciplinary action.

OPENNESS AND TRANSPARENCY

- Safety should be at the heart of all care and is the responsibility of everyone involved in the provision of health and social care services. Southampton CCG and SCC will have a culture of openness and transparency by ensuring all individuals are treated in a service which is open to feedback, and encourages as well as supports its staff to raise concerns.

DATA PROTECTION ACT 1998

- Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerized or manual, is kept secure at all times. This includes data relating to patients and other members of staff. Data must not be disclosed to any unauthorized person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

REHABILITATION OF OFFENDERS ACT 1974

- This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the CCG and SCC but must be declared in writing at the appropriate stage during the recruitment process.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- All CCG and SCC employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

REVIEW OF ROLE

- The post holder will agree objectives and a work plan with their line manager on an annual basis. This may include matrix working.
- A personal development plan will be agreed each year with the post holder in order to further develop the skills and knowledge required to carry out the responsibilities associated with this role.

- The job description and person specification are only an outline of the tasks and responsibilities and outcomes required of the roles. The post holder will carry out any duties as may reasonably be required by their line manager.
- The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the department and the organisation.

PERSON SPECIFICATION

Post: Service Development Officer

Base: Southampton

Requirement	Essential	Desirable	Met
Criteria 1: Qualifications			
Degree or equivalent experience	X		
Project Management Qualification		X	
Evidence of continuous professional development	X		
Criteria 2: Experience			
Experience of managing projects and achieving outcomes to timescale and in complex settings	X		
Experience of leading service development and change	X		
Experience of producing strategies and/or policies	X		
Experience of working in a constantly changing and politically sensitive environment	X		
Experience of managing risks and reporting	X		
Criteria 3: Skills			
Excellent communication skills, written and verbal	X		
Ability to engage and negotiate with a range of stakeholders,	X		
Ability to write clearly and concisely, producing reports for internal and external audiences,	X		
Ability to work in a complex environment across a variety of stakeholders	X		
Excellent presentation skills,	X		
Project Management Skills	X		
IT literate	X		
Good analytical skills, ability to analyse complex issues where materials conflicting and drawn from multiple sources	X		
Ability to work to tight deadlines and be flexible and adaptable in order to deliver competing priorities	X		
Ability to work as part of a close knit team and also independently	X		
Self motivated, self starter, able to organise a large and varied work programme	X		
Criteria 4: Knowledge			
Understanding of principles of commissioning	X		
Understanding of Health & Social care system including Primary Care	X		
Understanding of financial and contractual processes			
Understanding of decision making processes		X	
Understanding of NHS Planning and financial cycles		X	
Knowledge of project principles, techniques and tools		X	
Criteria 5: Equality			
An understanding of equality within the workforce and how it can impact on this post		X	
Criteria 6: Other			
Ability to travel daily for meetings across a range of sites in	X		

Southampton/Hampshire area and nationally			
Team Player	X		

July 2013