

## Role profile

<b>Job Title:</b>	Children's Strategic Commissioner	<b>Grade:</b>	14
<b>Department:</b>	Commissioning and Use of Resources	<b>Post no.:</b>	
<b>Directorate:</b>		<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Senior Strategic Commissioning Manager Children and Young People
<b>Direct reports:</b>	Nil
<b>Indirect reports:</b>	Nil

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

#### PURPOSE OF ROLE:

- The Children's Commissioner will take a lead role in the redesign and development of commissioning functions in relation to good quality services for children and young people and their families across Ealing. The commissioner will be responsible for services relating to the educational and care needs of children and young people, to ensure sufficiency of appropriate interventions across the age range for children and young people. The commissioner will ensure that that commissioned services meet the needs and outcomes of children and young people in the borough by adopting a strong partnership approach to ensure outcomes for children and young people, their families are improved. The commissioner will have an in-depth understanding of the legal and regulatory framework relating to Children's Services including, Mental Health Act 1983, Human Rights Act 1998, Mental Capacity Act 2005, Care Act 2014, Children's and Families Act 2014 and Procurement Act 2023.

- Working with colleagues in Children's Services, Education, the Commissioning Alliance Adults' Services, Public Health and the NHS North West London Integrated Care Board, the commissioner will be responsible for supporting the delivery of a commissioning strategy for children and young people with a strong emphasis on delivering evidence-based, early support and interventions a range of cohorts of children and young people and working with a range of professionals to inform policy and best practice, in a holistic, and family centred way.
- The role will deputise and advise the Senior Strategic Commissioning Manager Children and Young People and represent the Council at a variety of partnership meetings to determine needs, commissioning priorities and resource allocation. As part of a strategic commissioning team the post will also provide reports to the Integrated Care Board, Education and Schools as required.

### **1. Key accountabilities**

2. Lead the commissioning functions for SEND and CAMHS across social care and public health.
3. Work with social care, schools and parents, and other stakeholders to monitor changing needs of children and young people with disabilities and mild to moderate mental health and evaluating current service delivery to inform commissioning of future services to ensure they remain responsive to changing policies and needs.
4. Keep abreast of national policy, legislation and best practice relating to SEND and children's mental health, reflecting these in the setting and monitoring of contract standards for children and young people's services.
5. Contribute to all relevant strategic, transformation and joint commissioning plans using evidence based on best practice and best value, knowledge of local and national targets and funding streams, and delivering the modelling of demand and capacity to inform transformational change.
6. Support the Strategic Director of Children's Services and the Head of Children's Commissioning in setting the strategic direction and objectives for Children's Commissioning and meeting those objectives by implementing measurable and actionable programme plans.
7. Working with colleagues in procurement, legal and finance, provide effective and efficient delivery of commissioning and procurement across Children's Services and Public Health, in line with legislative requirements, and working with service providers to develop the market to meet changing needs.
8. Develop comprehensive specifications reflecting policy, best practice and local need and prepare contracts to reflect performance requirements, and in accordance with Council governance and contract procedural rules.
9. Establish and maintain effective contract monitoring to measure progress against key national and local performance targets, reporting issues to the Head of Integrated Commissioning and the Council executive team as appropriate and instigating remedial action in areas of under-performance.

10. Work with colleagues to ensure an integrated approach to commissioning and contracting children's social care services, mental health and domestic abuse support services.
11. Actively seek, gather and collate timely feedback from residents and service providers to drive continuous improvement within the service.
12. Ensure that effective communication is developed and maintained with all key stakeholders including strengthening and sustaining support mechanisms such as integrated partnership groups and networks.
13. Ensure effective financial value is achieved in the delivery of commissioned services, considering national and local policy frameworks and the financial obligations of the NHS and Local Authority.
14. Work in partnership with the independent sector, statutory services, service users and carers to develop opportunities and services to meet changing needs, ensuring resources are used in a flexible manner to cope with variations in demand and to safeguard the provision of front-line services to children
15. Contribute to Children's commissioning partnership arrangements including the SEND strategy, Local Offer, Sufficiency Strategy and Better Care Funds; plus, other programmes associated with it, managing this within the Integrated Care Board and Ealing Council governance and financial procedures and protocols.
16. Work effectively with colleagues in other local authorities, through the Commissioning Alliance and other partnerships, to maximise opportunities for achieving economies of scale and joint approaches to commissioning and for bidding for external funding to support local initiatives.
17. Foster positive internal relationships across the directorate and organisations to identify opportunities to collaborate, maximise the use of resources and improve service delivery, particularly in relation to commissioning from the voluntary and community sector.
18. Oversee grant and commissioning arrangements with the voluntary sector relating to children and families.
19. Prepare reports for the Council, the Integrated Care Board, partnership boards and external bodies as required.
20. Provide expert advice to other colleagues in the Council, the Integrated Care Board and service providers in relation to commissioning services to meet the needs of children and young people.
21. Carry out duties with due regard to the Council's Equalities and Diversity Policy and national legislation.
22. Undertake other duties and responsibilities of a similar professional nature and at a similar responsibility level to those described above which might be allocated from time to time.

### **Key performance indicators**

- National Indicators for Children's Health and Social Care, in particular, those focused on service delivery targets for specific client groups.
- National Targets for NHS, in particular those focussed on client group-based services.

- Shared national indicators, such as Transforming Care for People with Learning Disabilities/Autism and Challenging Behaviour, and the SEND requirements and national policies for young people in relation to Substance Misuse
- Local indicators, in particular those embedded in contractual arrangements and service re-design initiatives, as well as Local Authority and NHS corporate requirements.
- Service user and resident satisfaction.
- Service user complaints handling.
- Effective budget management within cash limits.

## **Key relationships (internal and external)**

### **Ealing Council**

- Children, Services
- Adults and Public Health
- Housing
- Schools
- Safeguarding Boards
- Community Safety
- Mental Health
- and other corporate departments

### **Integrated Care Board**

- Members of Senior Leadership Team and colleagues
- GPs and other clinical leads in ICB Executive

### **NHS Trusts**

- Senior Leadership team and colleagues

### **NHS England – London Office**

- Senior Leadership team and colleagues

### **Central Government references**

- Ofsted
- CQC
- Department of Health and Social Care
- Department of Education

### **Other**

- Service providers
- Voluntary sector and community groups

- External organisations and funding bodies such as London Councils, other local authorities, and the GLA
- West London Alliance, Strategic Partnership and Contract Management Boards
- Trades Unions (esp. UNISON and GMB)

### **Authority level**

- Responsible for shaping delivery of local strategy in response to legislation and national policy direction, emerging needs, performance and value for money issues.

### **Additional Requirement**

- Support the delivery of the Council's priorities, consistent with the principles of delivering the best results for residents. Deliver a high-quality service by making the best use of collective resources and continuously improving the performance and efficiency of services. Intervene in problems early and propose sustainable local solutions, prioritising work that impacts service delivery to improve life for residents.
- Create and maintain an organisational culture that is in line with the organisational values and behaviours.
- Provide direction, leadership and embed good people management skills in managers across the service, including team communication, recruitment, induction, production of personal objectives and monitoring of staff performance data. Deliver performance appraisals and management of poor performance through learning and development.
- Carry out all responsibilities in line with health and safety at work, employee code of conduct, data protection, equalities and diversity and customer service policies of the Council. These are defined in Council commitments, agreed Service Plans, Community Strategies and in accordance with all Council standards and procedures.
- Ensure all processes comply with the Council's governance mechanisms including, but not limited to, audit, procurement, risk management and financial regulations.
- Where relevant, ensure that contractors and other partners/suppliers operate in accordance with legal, financial and statutory requirements and comply with Health & Safety legislation.
- Deliver services in line with budgetary targets, ensuring the efficient and timely completion of the budget accounts process.
- Ensure that all customer queries, Members' and MPs' enquiries, and Ombudsman complaints are dealt with in a timely manner, dealing with more complex correspondence when required. Encourage staff to record and report complaints, so that policy, procedural and training issues can be identified and acted upon.
- Carry out other additional duties and responsibilities from time to time to a high standard.

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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### **Essential knowledge, skills and abilities**

1. Good practical knowledge of legislative, social and economic issues relating to health and social care services for children and young people and their families.
2. Proven experience of the commissioning process (needs and gap analysis, procurement, contract management and review), including knowledge of procurement rules and legislation.
3. Proven experience of auditing and evaluating services to ensure that specified service outcomes are being met and of addressing under-performing services.
4. Strong written and verbal communication and presentation skills with the ability to communicate successfully at all levels to a variety of audiences.
5. A good understanding of demographic profiling, health inequalities and health and social care issues in a diverse community.

### **Essential qualification(s) and experience**

1. Educated to Masters level or equivalent level of experience of working at a senior level in a specialist area.
2. Evidence of successful strategic implementation of service delivery partnerships within the Children's commissioning services context or similar environment.
3. Demonstrable experience of managing budgets and other resources including evaluating competing budget priorities to achieve deliverables within the limits agreed.
4. Proven experience and ability to assess risk whilst effectively developing services and strategic priorities including formulating and implementing control measures in service provision and of delivering evidence based and measurable outcomes for service users and carers through the commissioning of services.
5. Proven experience of developing and implementing robust monitoring and performance management systems for quality and reporting, inclusive of processes to continuously develop people and services.
6. A proven track record of working and communicating effectively with a wide range of internal and external bodies to achieve corporate and service objectives of a comparable organisation.

7. Demonstrable experience working effectively within a political environment, providing clear, balanced advice and guidance on strategic issues that achieve the corporate and service objectives of the organisation.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>