

## Job Description

Job title	Better Care Fund Programme Officer
Directorate	Children and Adults
Division	Adults Partnership Commissioning
Range	MPR 5
Reports to	Programme Lead for BCF and VCS

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### Main purpose of the job:

To Support the programme lead by providing a high-level project management function of the BCF programme. This will include the management of Joint Commissioning management Group meetings, preparing papers for governance, financial monitoring and reporting systems, the development, collection and reporting of key performance indicators.

To manage projects and services funded from the better Care Fund, which need to deliver against the BCF objectives and to ensure the overall programme remains in budget.

To develop, monitor and take appropriate actions were required to ensure contracts and projects remain on track, in line with the specified targets, achieving the desired objectives.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

Work in partnership with providers, other agencies and strategic networks to maximise the potential of the service and the achievement of improved individual outcomes.

Undertake the analysis of need and demand and analyse performance data, ensuring that proactive action is taken to alleviate the pressure on acute services, as well as the development of integrated and whole system pathways.

The role will be responsible for financially monitoring the (programme/fund) and will contribute to the setting of the budget. The role will have responsibility for accounting for large sums of money up to the value of £31,000,000 and will be able to provide advice and guidance to a range of stakeholders on the policies and processes around these finances

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Ensure all programme plans, activity data, performance and savings targets are regularly updated and maintained to support the development of progress reports to relevant individuals / organisations. This may include the production and presentation of reports to senior management across the NHS Kent and Medway Integrated Care Board, Medway Council and Medway and Swale Health Care Partnership, including the directors of services.

Through continued engagement with providers and stakeholders, you will ensure a high level of service and provider performance, resulting in the continued improvement of services, through a variety of approaches that generate quantitative and qualitative information such as contract management meetings and provider forums and effectively ensure the improvement of service and provider performance.

Ensure activity is carried out in accordance with legislation, national guidelines, NHS Kent and Medway Integrated Care Board (NHS KM ICB) and Medway Council's policy and procedures and is applied using the principles of good practice including ethics and probity and take account of safeguarding policy and standards.

At manager's discretion, other activities may be assigned that fit the job description.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Programme Lead for BCF and VCS

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The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

**Person specification**

All criteria at level A should be considered essential requirements.

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### Qualifications

#### Level A

Further education such as minimum of 2 A Levels, or an NVQ / Level 3 Diploma or minimum of 5 GCSE at Grade 4-9 including English & Maths

Minimum of 2 years' experience in a relevant role.

#### Level B (in addition to level A criteria)

Evidence of continuous professional development.

#### Level C (in addition to levels A and B)

Evidence of continuous professional development.

Completion of Procurement Practitioner Training

### Knowledge

#### Level A

A good understanding of equality, diversity and inclusion and how these impact the workplace.

A detailed understanding of GDPR legislation and best practice in relation to information sharing.

An understanding of the Care Act 2014 and Guidance relating to social care and health

An understanding of the issues that affect the wellbeing of Adults and carers in Medway.

Good knowledge of finance monitoring

Good knowledge of contract management methods and approaches used within the health and social care sector.

Good knowledge of safeguarding policies and procedures, including understanding reporting processes An understanding of engagement methods and principles.

#### Level B (in addition to level A criteria)

Developing a deeper understanding of the Care Act and other relative legislation.

A good understanding of the issues that affect the wellbeing of Adults and carers in Medway.

Good knowledge of the specialist area within the role.

Knowledge of how to apply project management approaches.

Working knowledge of commissioning processes.

An understanding of wider system priorities and strategies.

#### Level C (in addition to levels A and B)

A developed understanding of the Care Act and other relative legislation.

A comprehensive understanding of the issues that affect the wellbeing of Adults and carers in Medway.

Excellent knowledge of a specialist area within the role.

Knowledge of assessment and care planning processes.

Good understanding of Project management and approaches to deliver successful projects.

A good understanding of procurement processes.

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### Experience

#### Level A

Experience of multi-agency working and developing effective partnerships.

Experienced in building good working relationships and collaborating across different services and agencies.

Experience of co-production, ensuring the user voice is represented in everything we do.

Previous experience in commissioning or procurement and managing contracts to deliver good performance.

#### Level B (in addition to level A criteria)

Experience of managing sensitive issues to achieve positive outcomes.

Competent to independently participate in multi-agency meetings and work with commissioned providers.

Demonstrable experience in working effectively with providers to develop and deliver services for users in the relevant specialist area.

Demonstrable experience of producing performance data and undertaking analysis of need and demand

#### Level C (in addition to levels A and B)

Level C (in addition to levels A and B)

Experience of conflict and managing sensitive issues to achieve positive outcomes.

Experience of leading on stakeholder engagement

Experience of dealing with difficult issues that may arise with external contractors, staff and/or service users in a calm and productive way

Ability to resolve complex issues and be proactive in identifying solutions in potentially sensitive environment.

### Skills

#### Level A

Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other council packages as required.

Ability to engage with providers and other professionals effectively and proactively.

Good writing skills sufficient to produce well written reports and complete records accurately

Skilled in managing and resolving conflicts.

Good ability to simplify and explain complex data (both qualitative and quantitative).

Able to identify new opportunities or improvements within current services

#### Level B (in addition to level A criteria)

Able to work independently within defined procedures and can work outside of procedures, making decisions without referring to a manager where appropriate.

Adept at dealing with difficult situations and make appropriate decisions in a solution focused manner.

Ability to establish and maintain positive relationships with providers and other professionals.

Ability to follow and promote all health, social care and corporate policies and procedures.

Able to demonstrate excellent communication, negotiation, consultation and influencing skills tailored to meet the needs of a wide range of audiences and stakeholders

Able to identify opportunities for improvement within services and influence change

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### Level C (in addition to levels A and B)

Ability to evidence resilience and to recognise when escalation and support is required.

Ability to act as a role model to other staff.

Ability to lead other staff when managing projects as appropriate.

Excellent analytical skills and able to use intelligence effectively, with ability to engage in and access relevant research and to interpret and apply it to support the delivery of the contract.

Able to identify opportunities for improvement within services and deliver change that improves outcomes for residents