

JOB DESCRIPTION

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| Job Title: | Director of Integrated Community Services |
| Directorate | County Durham Integrated Community Services |
| Collaborative Reporting Arrangements: | Durham County Council, County Durham and Darlington Foundation Trust, Tees, Esk and Wear Valley Mental Health Trust, Primary Care Leads, North Durham and Durham Dales, Easington and Sedgefield Clinical Commissioning Groups. |
| Reports to: | Corporate Director, Adults and Health Services, Durham County Council (DCC), Chief Operating Officer, North Durham and Durham Dales, Easington and Sedgefield Clinical Commissioning Groups (CCGS) and the Chief Executive, County Durham and Darlington NHS Foundation Trust (CDDFT) |
| Direct Reports: | Head of Adult Social Care (DCC); Associate Director for Integrated Adults (CDDFT) and Strategic Manager – Care Act/Integration. |
| Job Purpose: | <p>The main purpose of this post is to provide effective and visionary leadership; utilising respective partner organisation's governance processes to drive effective integration between health and social care through collaboration with stakeholders and partners across the system to deliver better outcomes.</p> <p>Relationship management across the whole system will be a key component of the role.</p> |
| Date: | June 2018 |

Responsibilities:

The Director of Integrated Community Services is responsible for optimising the strategic, operational and financial management of the Community Integrated Service across County Durham, which is governed by the Integrated Care Partnership and respective organisation's governing bodies.

The Director of Integrated Community Services will work across the community NHS and social care landscape and will provide infrastructure, systems, tools and leadership to drive meaningful change and integration of services, employing best practices in measurement and performance improvement.

The post holder will be part of the Chief Officer Leadership Team and will be responsible for the design and refinement of the strategic plans and goals relating to integration.

The role includes responsibility for assisting NHS and Local Authority Commissioners to improve market shaping so addressing: delayed transfers of care, admission avoidance, timely discharge and community based solutions that promote independence and reduce the risk of social isolation.

The post holder will ensure that the approach is collaborative and partnership based and is effectively coordinated with other improvement programmes in the NHS and Local Authority

Integrated Service Outcomes:

- Reduction in avoidable A&E hospital attendances and admissions
- Reduction in planned hospital and residential/nursing admissions
- Enhanced opportunities for reablement and rehabilitation
- Streamlined functions and increased productivity and capacity
- Better co-ordination of care and improved customer experience
- Improved support for carers
- Increased choice and personalisation

Key Tasks:

- Overarching integration of the operational management of Durham County Council's Adult Social Care Service and the Community Health Service provider function.
- Supervision of the Strategic Manager – Care/Act Integration and matrix management (in terms of the areas relevant to County Durham) within the roles of Head of Adult Care and the County Durham element of the Associate Director of Community Services.
- Collaboration with Chief Officers, medical directors, programme directors, managers, supervisors and senior leadership to identify key measures in cost, quality and access, specific to those which support integration across services and programmes.

- Contribute to the development and implementation of local/regional Integrated Care Systems.
- Ensure programme leadership has adequate tools to obtain and measure progress towards goals, utilising QI methodology, visual management tools, process mapping and standard work.
- Contribute to establishing a high performance culture both within CCGs, CDDFT and Local Authority Adult and Health Directorates that is flexible, innovative and responsive to changing priorities and empowers people to deliver excellence, best value and continuous improvement for the people of County Durham. Whilst ensuring that respective organisational performance monitoring is timely and effective.
- To provide excellent executive leadership ensuring effective system integration in operations, planning, programme development, human resources and staff development, business development and fiscal oversight and compliance with all necessary regulatory requirements.
- To provide effective system leadership and relationship management, building trust and developing shared priorities with partners and stakeholders including openly tackling areas of conflict and creating collaborative mutually workable solutions to ensure the delivery of user-focussed, integrated locality-based services for vulnerable adults and their families.
- Management and facilitation of appropriate partnerships, boards and individual stakeholder relationships across the system in order to influence increased integration and collaborative working.
- To provide an integrated leadership approach through the development of strong working relationships with the DASS and relevant Chief Officers and their executive teams across the NHS, which challenges silo working and ensures the delivery of a joined-up and effective prevention, demand management pathways and associated integration strategies across County Durham. These strategies will be delivered through ensuring the provision of integrated and targeted specialist services in collaboration with public, voluntary and private sector partners to support health, education and social care needs during childhood, the transition and beyond.
- Delivery of collaborative, integrated, outcome-based service planning that takes account of national performance standards as well as statutory and local performance plans.
- Delivery of effective communication strategies for sharing the vision and plans with staff, partners and the public to ensure there is clear understanding of the impacts and outcomes.

- Accountability for the delivery of strategic, operational and financial performance of the system-wide County Durham integrated community services as well as having shared accountability with the executive bodies of partner organisations.

Responsibilities:

- Ensuring the delivery of the vision of the Integrated Care Partnership
- Overseeing operational delivery of an Integrated Community Service, specifically reflecting the requirements of the Integrated care Partnership
- Build upon relationships across the Integrated care Partnership to ensure and enhanced level of Integration is achieved

Person Specification

Job Title: Director of Integrated Community Services

Qualifications

- Degree level or equivalent standard of general education.
- Relevant professional qualification.

Personal Attributes

- Commitment to the achievement of value for money, service excellence and equality in employment and service delivery.
- Commitment to community involvement and participation in the development and delivery of strategies and services.
- Effective, proven track record of managing relationships across organisations with the ability to deploy effective strategies to enhance the community service offer.

Experience

- Demonstrable evidence of high performance and achievement at a senior level within a Local Authority, health system and large, multi-functional organisation with comparable scope, size and complexity.
- Demonstrable evidence of having successfully led and delivered complex service redesign/improvements i.e. integrated care delivery between health and social care, driving associated cultural change to embed improvements.
- A track record of policy and strategy formulation, coupled with translation of these strategies to tangible action and success on the ground.

- A record of successful resource management, budget formulation, monitoring and control of the performance of human, financial and physical resources in a complex, political organisation.
- Evidence of successful multi-partner and commercial commissioning negotiations, which have had a positive impact on communities and other stakeholders.
- Evidence of providing sound professional advice to elected Members and building effective and productive political working relationships that enhance the delivery of the service.
- Demonstrable evidence of effective engagement with a range of partners and stakeholders, including media across all sectors and ongoing development of relationships that foster personal and organisational credibility.

Knowledge and Skills

- In-depth knowledge and understanding of the major issues facing the public sector and the specific challenges facing adult and community services within local government and the NHS.
- Ability to demonstrate passion for collaborative working while setting the tone for service delivery with an emphasis on responsibility, accountability, relationships with community representatives, professional growth for staff and growth for the people that the service supports.
- Knowledge of both, NHS and Local Government governance processes, including the role and function of scrutiny arrangements.
- Evidence of harnessing the strengths and talents of people at all levels across a multi-disciplinary partnership, in order to support them to realise their full potential and achieve common goals.
- Evidence of having the self-confidence and perspective to facilitate open and honest relationships with the leadership team, staff and the wider public community in order to discuss and remove barriers to the effective delivery of services.
- Evidence of demonstrating resilience under pressure.
- The ability to manage relationships across a complex organisational infrastructure to build upon and enhance the vision of the Integrated care Partnership.