

Job Description

Role Profile	–	Commissioning Officer – Co-Production
Service/Team	–	Adult Social Care - Commissioning
Reports to	–	Commissioning Manager – Disabilities
Responsible for	–	N/A
Number of posts	–	1
Post number	–	
Career Grade	–	BCP Grade H

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring that vulnerable adults and their carers are enabled to fully participate in how services are designed and delivered. By doing this we can ensure that commissioned services secure positive outcomes and improve the health and wellbeing of those receiving them.

Job Overview

To engage with diverse communities and individuals who are vulnerable adults, their families and carers to understand their lived experience and work with them in order to inform local needs and ensure their voice impacts on the development, implementation, and improvement of effective commissioning strategies for Adults' Health and Social Care Services in BCP Council.

Key Responsibilities

- Support the Manager and Senior Officers with the co-production and development of commissioning strategies and activity plans and pipelines for social care, to help ensure that commissioning and procurement activity is pro-active and planned and involves relevant stakeholders with lived experience.
- Delivering innovative approaches to engaging vulnerable adults, families and carers in shaping services and participating in the activities offered across BCP to inform commissioning activities. Ensure that records show how these are monitored and evaluated to measure success and identify areas for improvement/targets.
- Set-up and support forums and groups to empower vulnerable adults and their carers to self-advocate and further their interests and needs.
- To plan, organise, maintain, record and administer relevant person or community-specific groups that oversee the delivery of strategies and services; ensuring that vulnerable adults and carers are proactively supported to engage meaningfully as members of the groups, and where possible and appropriate are integral to leading those groups. Groups can include Boards and Forums.
- Support consultation exercises and promote opportunities for vulnerable adults and their carers to scrutinise, contribute to and influence the work of BCP Adult Social Care Commissioning and broader ICS partners where joint commissioning exists. Supporting the Council to understand their needs and involve their voices in strategic development as

well service development, delivery, and monitoring. This will include organising focus groups, co-ordinating surveys and administering formal consultation processes.

- Ensuring that all communication, including meeting papers and reports are accessible through reasonable adjustments under the Equality Act 2010 including the provision of diverse language formats. And collating and sharing feedback from consultation exercises to inform Council decisions and policies.
- Produce written briefings and similar documents under the direction of the Manager and Senior Officers and contribute to written reports and help inform plans being developed by managers.
- Co-ordinate the involvement of stakeholders, carers, and clients with the development of commissioning strategies, to help ensure that commissioning activity is robust, sustainable, and designed and delivered in accordance with needs.
- To commission and manage, as appropriate, client facing contracts such as self-advocacy that support the voice of the client and their families in the work we do.
- Assist planning and management of commissioning projects that seek to embed change in how commissioning is delivered, to support management to ensure commissioning activity is in accordance with best practice and procured in a cost effective and efficient manner.
- Contribute to the provision of resources and external training for the Council and the care supply chain, including SMEs and the voluntary and community sector to support the building of capacity and capability internally and within the local/national market, and help ensure that service provision can meet the Council's wider strategic objectives.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

Specific Qualifications and Experience

- Degree level education or equivalent experience.
- High level of understanding of the Adult Care sector and the Social Care Transformation agenda.
- Knowledge of partnership working and developing services with partners.
- Ability to influence and engage with people
- Experience of communicating effectively with vulnerable adults and their families and carers, with demonstrably good listening and advocacy skills.
- Understanding of legislation and changes that inform and shape the way in which we engage with stakeholders in the pursuit of commissioning and monitoring contract within the Adults service area.
- Excellent IT skills including Microsoft Office and knowledge of e-tendering software packages.
- Knowledge of data processes and regulations.

- Experience of using e-procurement and tendering portals.
- Ability to prioritise and manage activities to deliver commissioning projects and objectives.

Personal Qualities & Attributes

- High level of empathy and resilience dealing with those experiencing significant challenges
- High level of resilience, attention to detail, emotional intelligence, ability to work calmly and methodically under pressure etc
- Ability to lead, plan and organise own workload with clear administration and recording for monitoring and evaluation
- Ability to prioritise workload with competing demands and manage activities in order to deliver commissioning projects and objectives
- Well-developed communication and interpersonal skills, and the ability to work in partnership. A flexible, adaptable approach is needed to communicate and engage with a range of people and situations.
- Excellent analytical and problem-solving skills
- Within own area, ability to identify service requirements or shortfalls and make recommendations to maximise service quality, efficiency and continuity.
- Ability to apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet vulnerable adults and their carers requirements
- Ability to give complex advice and make recommendations to senior management to support informed decision making

Job Requirements

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- This role may need to work occasional evenings to attend or manage events in line with the needs of particular stakeholders.
- This post will engage with vulnerable members of our community who have lived experience and will be required to carry out an Enhanced DBS check commensurate to the role.