Job Title: **Business** **Manager for the Lambeth Living Well Network Hub**

Grade: Salary range £35-£40k

Duration: One year fixed term contract/secondment opportunity available

Employer: Clapham SPMS

Base: Elizabeth House, York Road, London, SE1 7NQ

Responsible for: Planning, directing and co-ordinating the business operations of the Hub

Ensuring and improving the performance, productivity, efficiency and effectiveness of the Hub

As a senior non clinical manager, to provide leadership of a high quality in all areas of administration, health and safety and business management to the Hub

To ensure the Hub is consistent with all appropriate regulatory practice

Oversee financial and performance data collection and analysis and compile reports to management and leadership teams.

Develop the service specifications for data systems that support the Hub, implementing changes as required.

To strategically lead any future developments within the LWN or Integrated Personalised Support Alliance (IPSA), such as access to the Local Care Records or digital requirements required as part of the local Strategic Transformation Plan, or development of IPSA/Social Care/LWN database. All initiatives will support system wide redesign.

Managed by: Provider Alliance Group (PAG) Programme Manager

Accountable to: Integrated Personalised Support Alliance (IPSA)/PAG Director.

**Background**

**Context**

Over recent years there have been three major redesign programmes to begin to transform how people with mental health needs are supported in Lambeth. These are:

1. **The development of the Living Well Network Hub**: This is an integrated primary mental health care service where clinicians (psychiatrists, nurses, occupational therapists), work alongside social workers, voluntary sector staff and peers to offer short term intervention of up to 12 weeks of re-ablement. There is no eligibility criteria and people are met in community venues in order to enable them to access support when required, to prevent escalation and referral to secondary care. To date the service supports over 400 introductions per month and has reduced referrals to secondary care by c25%. A GP+ service works as part of the Hub, which offers an enhanced support to people who no longer require secondary care but cannot be discharged to primary care due to their complex needs. For the last two years the LWN Hub has been part funded by Guys and St Thomas’ Charity, and we will apply for a third year of funding from September 2017.
2. **The Integrated Personalised Support Service (IPSA) -** operational from April 2015. This is an Alliance between Certitude, Thames Reach, South London and Maudsley NHS Foundation Trust (SLaM) and Lambeth Council. It supports people currently/or on the trajectory to nursing, residential and inpatient rehabilitation to access a more community/supported living model of intervention. To date we have reduced the use of inpatient rehabilitation by c80% via the use of community alternatives, and via operating more personalised support in the community achieved c£3m savings.
3. **The Adult Mental Health Redesign**: A secondary care initiative which enables care co-ordinators to work more intensively with a smaller caseload, thereby reducing the need for acute care.

Lambeth commissioners are now wishing to build on these successes by proposing a Living Well Network Alliance, whereby a new alliance provider group will build on this integration and deliver all mental health services in Lambeth. This will be established from April 2018.

All initiatives are designed to support Lambeth’s Three Big Outcomes, to support people to:

* Recover and stay well
* Make their own choices to achieve personal goals
* Participate on an equal footing in daily life.

This is to be achieved via a co-production approach: the key principles being recognising people as assets, building on peoples’ existing capabilities, facilitating rather than delivering, promoting peer support networks, blurring boundaries between traditional ways of delivering services, and mutuality and reciprocity.

The post holder will be working across the first two programmes.

**Main Job Tasks and Responsibilities**

**Co-ordination**

* + To ensure the business co-ordination of Hub routines, attend and facilitate routine meetings that underpin the effective operation of the service. This will also include associated meetings to specific outreach projects of the Hub
  + To work with Locality Co-ordinators to oversee rotas which allow good staff cover at all times, as well as giving flexibility required at short notice to cover eg illness.

**Facilities management**

* + To recommend suitable accommodation for the Hub, both as a base and to support finding suitable drop in outreach venues. To review the health and safety requirements within settings to ensure they are fit for purpose.
  + Tomanage the maintenance of equipment and machinery, negotiate or provide technical support where necessary.

**Financial**

* + To update, review and forecast Hub budgets, providing assistance in its management to the PAG Programme Manager. To prepare a monthly spreadsheet of spend, in relation to appropriate contracts. To prepare payments for authorisation identifying areas of variance and recommending solutions to remain in budget.
  + To control the Hub inventory.
  + To plan effective strategies for the financial well-being of the Hub. Negotiate the best terms with suppliers for the delivery of products. Liaise with others as appropriate.

**Data collection, analysis and evaluation**

* + To oversee all timely, accurate data collection, both via systems and via staff entry.
  + To oversee its analysis and compile data for relevant reports to commissioners, partner agencies and funding bodies.
  + To liaise with partners to ensure data is received to planned deadlines.
  + To implement changes to INFORM (the database used by the Hub), and develop it in conjunction with Hub needs, ensuring data quality. To ensure compliance with any future requirements i.e. in access to the Local Care Record or developments outlined under the local Strategic Transformation Plan.
  + Support the development of a system wide integrated database to be able to measure performance across the system. This may involve running ad hoc reports.

**Best Practices**

* + To improve processes and policies in support of Hub goals, formulating and implementing Hub policies and procedures to maximize output.
  + To monitor administrative adherence to rules, regulations and procedures, for example ensuring Care Quality Commission (CQC) and regulatory compliance to data protection, information governance.
  + To proactively conduct internal audits to ensure any potential areas of non-compliance are anticipated and prevented. To document activities to demonstrate compliance, arranging training to ensure staff comply.
  + To recommend and develop IT solutions to support efficiency, outlining a cost and benefit analysis to support decision making.

**Human Resources**

* + To assist the PAG Programme Manager to organize recruitment and placement of required staff.
  + To manage administration staff and other relevant staff and establish organizational structures, delegating tasks and accountabilities. This will include stablishing work schedules, leading appraisals and evaluating performance.
  + To be aware of current employment legislation, ensuring employment law compliance in dealing with partner organisations. To support workforce planning and identifying skill mix requirements.
  + To work with locality co-ordinators to ensure training registers are up to date.
  + To support the negotiation of terms of contracts with partners to support the requirements of the Hub and support staff retention.

**Communication**

* + Monitor, manage and improve the efficiency of support services such as IT, HR, Accounts and Finance.
  + Facilitate coordination and communication between support functions and ensure staff are aware of any changes.
  + To lead a communication strategy with people who use the service, such as website design and ensuring this remains up to date, supporting relevant data collection systems via IT/apps.

**Information Services**

* + To act as information governance lead and nominated information officer, ensuring that all procedures meet the requirements of the Data Protection Act and NHS information Security regulations. Ensure all staff are aware of their responsibilities with regard to information governance and data protection.

**Hub promotion**

* + To represent the Hub at relevant events and external meetings.

**Strategic Input** **and practice development**

* + To assist in the development of strategic plans for operational activity.
  + To participate in events that will support the development of a wider Alliance across Lambeth.

**Person specification – Business Manager for the LWN Hub**

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| **Necessary** | **Essential** | **Desirable** |
| **Academic/**  **Vocational Qualifications** | * Evidence of education to A level standard or equivalent * Relevant management or finance qualification or degree |  |
| **Experience** | * Experience of managing people * Experience of working in teams and able to promote a team ethos and motivate employees * Working in a complex environment * Financial management experience including understanding of spread sheets and payroll * Experience /knowledge of employment law and small business accounts * Previous experience of working with salesforce as an administrator. | * Management experience in the NHS or in practice management. * Experience of strategic planning. * Experience of working with regulatory bodies |
| **Skills** | * A “solutions focused” approach to problem solving * Intelligent with a fast learning ability * Excellent communication (oral and written) and inter-personal skills * Approachable with the ability to listen and empathise * Able to delegate and empower staff * Excellent IT skills/computer literate * Leadership skills, including excellent people management skills * Good time management and able to prioritise work load * Able to negotiate and resolve conflict * Able to manage change and cope with pressure * Skills in Networking and facilitation * Knowledge of relevant legislation i.e. data protection, information governance, health and safety * Working knowledge of statistical variance and financial analysis * Excellent analytical and evaluative ability. | * Project management. |
| **Qualities** | * Able to work in a busy environment. * Personable & approachable * Self-motivated and confident – able to work with minimal direction * Adaptable and innovative * Enthusiasm, with energy and drive * Gains respect by example and leadership * Trustworthy, honest, reliable, caring and sympathetic * Proactive strategic thinking with clear vision * Confidential & conscientious * Hard working, reliable and resourceful * Willing to work flexible hours as necessary * Considered, steady approach * Diplomatic | * Good sense of humour |
| **Other** | * Non-smoking environment * Sufficient English language fluency as required under the Immigration Act 2016 * Able to attend out of normal hours meetings * Professional appearance |  |