# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Programme Manager – Integrated Community Teams

# Department: Adult Social Care and Health

# Grade: Local Managerial Grade 3 or Agenda for Change equivalent (Band 8A)

# Responsible to: Programme Director East Sussex Health and Care Transformation

# Purpose of the Role:

As part of delivering the ambition for Integrated Community Teams (ICTs) and neighbourhood health in the Sussex Integrated Care System (ICS) *Improving Lives Together Strategy*, the post holder will support the East Sussex Place Delivery Board to oversee and implement a programme aimed at delivering an integrated offer of health, care and wellbeing in neighbourhoods and communities in East Sussex.

The post is hosted by East Sussex County Council to work across the full range of partners in East Sussex, including the NHS, Borough and District Councils, and the Voluntary, Community and Social Enterprise (VCSE) sector. The two-year fixed-term post will support the implementation of neighbourhood health, building on initial work undertaken to develop the joint management infrastructure for our 5 ICTs in East Sussex, and establishing neighbourhood level multi-disciplinary teams targeted at people with the highest and ongoing needs.

A focus will be on supporting the delivery of the National Neighbourhood Health Implementation Programme in East Sussex, enabling partners to codesign the ‘proof of concept’ for the ICT model and neighbourhood health in Hastings and Rother, and sharing the learning to help enable sustainable delivery at scale across East Sussex and Sussex more widely.

The post-holder will work with health, social care, housing and VCSE sector leads and others to deliver the agreed programme, and directly manage/support the coordination, monitoring and delivery of the agreed projects. In doing this the post holder will utilise recognised programme and project management methodologies to ensure agreed work is delivered effectively, within agreed timescales, and in accordance with directorate and corporate policies and procedures.

# Key tasks:

1. Work with senior stakeholders to deliver the programme plan for Integrated Community Teams in East Sussex, including strong alignment with the national neighbourhood health implementation programme focussed on Hastings and Rother, ensuring priorities, objectives, milestones, projects, Key Performance Indicators (KPIs) and outcome measures are defined and agreed by our health, social care, mental health, housing and VCSE partners in our system.
2. Build, promote and maintain strong relationships with a wide range of stakeholders with differing requirements in a changing environment, to encouraging collaborative working and deliver increased integration.
3. Ensure local people, carers, staff and wider stakeholders such as the Voluntary, Community and Social Enterprise (VCSE) sector, housing organisations and other service providers are involved in priority setting, and developing plans as well as the delivery of change projects where there is a shared interest
4. Support the design and implementation of key projects in line with the agreed programme, ensuring there are comprehensive project plans in place to define the actions, accountabilities, budgets and timescales in liaison with key stakeholders.
5. Identify leads for projects and workstreams and where appropriate identify where additional resources are required, securing resources where necessary.
6. Manage the dependencies and interfaces between projects and workstreams within the programme plan, and manage specific workstreams, where appropriate.
7. Work with team managers and leads of other key existing East Sussex Place programmes, to build on progress, manage dependencies and identify opportunities for a joint approach.
8. Develop governance and monitoring reporting to ensure that the programme of work is communicated and managed; risks and issues are escalated in a timely and appropriate manner and are actively managed; benefits are realised within specified budgets, timescales and to the required quality; and links are made with other programmes of work.
9. Develop business cases where necessary, utilising information and intelligence systems to underpin developments, and help manage transitions from project status to business as usual operations.
10. Support and manage the meetings and work of the Place Delivery Board, and provide regular written and oral highlight reports, registers of risks and issues, action and decision logs, to ensure the senior responsible owner for the Integrated Community Teams programme and other senior officers and Boards in East Sussex and Sussex are engaged and regularly updated regarding the progress, impacts and risks.
11. Participate in pan-Sussex delivery groups as appropriate to shape, inform and ensure alignment with the wider Sussex Integrated Community Teams Programme and support delivery of shared objectives.
12. Supervise the work of any additional staff recruited to the Integrated Community Teams programme where this is needed (using ESCC standard management and appraisal frameworks) and be accountable for the management of staffing resources.

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work,  you should be aware of these Council priorities and align strategic decisions with them, proactively seeking appropriate opportunities in your work/service area, and that of others, to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce the environmental impact of your work, and that of the services you are responsible for.
* Equality, Diversity and Inclusion – proactively contributing to an inclusive and supportive working environment.
* Making the best of our resources - always being aware of what you can do to maximise the use of public monies in the services we both commission and provide and proactively identifying areas to improve value for money wherever possible.

# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Ability to build relationships beyond own team and organisation to collaborate constructively with colleagues and use leadership and interpersonal skills to negotiate, influence and inspire a diverse range of partners, including senior managers across multiple agencies and services.
2. Experience of planning and managing change and coordinating projects in a complex system partnership environment across local government, the NHS and VCSE sector, to deliver outcomes.
3. Ability to produce clear and concise written reports, including creating business cases, and communicate and present information effectively verbally.
4. Knowledge of the workforce roles and relationship between the range of services and pathways for health, social care, housing and mental health designed to improve health and meet the needs of people with multiple long-term conditions and other complex care needs - including prevention and duty and triage - and experience of working in this multi-disciplinary context.
5. Understanding of the wider determinants of health, care and wellbeing and how structural inequalities and discrimination impact on access, experience and outcomes, and the collaborative approaches that are required to improve this.
6. Experience and knowledge of programme and/or project management techniques.
7. Ability to design, develop, interpret and implement policies, programmes and projects in accordance with strategic direction and corporate priorities for health and care integration, evidence and environmental changes.
8. Analytical, numerical and financial management skills and the ability to exercise judgement in assessing complex and conflicting information and practical problem-solving skills.
9. Ability to use commissioning and service development practices and evidence sources including experience of using data to develop, prioritise and implement strategies and programmes of work, define KPIs and outcomes and manage budgets.
10. Ability to use technology as part of the role including Outlook, Excel, Word, PowerPoint, Microsoft Teams and other applications to aid visualisation of pathways and pathway mapping, and communication.
11. Ability to work with a high degree of autonomy, comfortable in a complex systems environment and used to working with constant and conflicting demands on time Ability to meet the travel requirements of the role.
12. Ability to manage staff performance, support staff development and motivate individuals, ideally experienced in a health, care or housing setting.
13. A commitment to equal opportunities and anti-discriminatory practice.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. Programme or project management qualification and/or training e.g. Managing Successful Programmes (MSP), Prince2, or relevant in-house training.
2. Level 4 or above professional qualification in a public care-related field (e.g. health, social care, housing or mental health).
3. Understanding of operational service delivery to meet health, social care, housing and mental health needs, gained in a public service-related setting
4. Understanding and use of organisational development techniques to support culture change
5. Knowledge of current national NHS, social care, housing and mental health policies relating to health and care integration, neighbourhood working and the relevant legislative frameworks relating to Integrated Care Systems, and experience of working in this context.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |