

Job Description

Job Title	Senior Urgent and Emergency Care Delivery Officer
Corporate Function	Urgent and Emergency Care Team within Strategy, Planning & Performance Directorate
Band	7
Responsible to	Urgent and Emergency Care Delivery Manager (8a)
Accountable to	Director of Urgent, Emergency & Planned Care
Hours	Full-time (37.5 hours per week)
Location	Base TBC Organisational agile working policy will apply with role involving a mixture of home working and travel across L&SC
Budgetary responsibility	Yes, in-line with organisational financial delegations
Direct reports	Urgent and Emergency Care Delivery Officer
Indirect reports	

Purpose and remit

The Lancashire and South Integrated Care Board (ICB) was formally established as a new statutory body on 1 July 2022, replacing the eight clinical commissioning groups across Lancashire and South Cumbria.

Our role is to join up health and care services, improve people's health and wellbeing, and to make sure everyone has the same access to services and gets a positive experience from treatment. We also oversee how money and resource is utilised to ensure that funding is spent to ensure health services are effective, consistent and of high standard.

Lancashire and South Cumbria ICB is a highly complex organisation serving a population of over 1.8 million people.

The role of Senior Urgent & Emergency Delivery Officer is part of a wider Urgent and Emergency Care team that covers strategic planning and delivery across place and system levels. This role will contribute to the delivery of the team's functions, which include:

- Development and delivery of a new urgent and emergency care strategy and oversee associated delivery plans
- Coordinate, assure and monitor resilience and surge plans at place and for the system, and oversee effective management of funding relating to these

- Review and develop governance arrangements in relation to urgent and emergency care business
- Ensure, where appropriate, a standardised approach to urgent and emergency care service delivery to address unwarranted variation, improve outcomes and deliver better value for money
- Lead, or significantly support, system-wide transformational programmes that directly relate to urgent and emergency care
- Work with place-based colleagues and partners on urgent and emergency care development at place and coordinate local urgent and emergency care pathways in line with system priorities, objectives, and standards
- Develop new and innovative contracting models for urgent and emergency care services that take account of new approaches, including the Provider Selection Regime.

As well as supporting system wide delivery across Lancashire and South Cumbria, the role of Senior Urgent and Emergency Care Delivery Officer is assigned to a place-based geography

Key responsibilities

The role will be varied and will adapt over time as the ICB develops. However, the postholder is expected to fulfil the following key functions:

- Implement and lead on key areas identified as part of the national and local plans for UEC.
- Ensure the portfolio of tasks and projects are co-ordinated and delivered effectively.
- Implement and inform the targeting of resources, and the development, implementation, monitoring and evaluation of tasks and projects being delivered by providing high quality commissioning support to senior managers, including complex information and analysis, communications, and stakeholder management.
- Support the development and implementation of the UEC delivery plan, reporting on progress, risks, and issues.
- Liaise with appropriate system partner organisations.
- Support the completion of all UEC ICB, regional and national returns as required.
- Develop and implement appropriate information management systems to ensure information is properly managed and shared across the UEC team.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the organisation.

Key working relationships

The post holder will have regular contact with a wide range of staff at all levels within the ICB, with senior and other representatives of local stakeholders, as well as with patients and their representatives. Some of the key direct relationships include:

- Report to senior UEC managers, supporting them with the management and delivery of the UEC functions.
- Maintain constructive relationships with internal colleagues and departments and system wide partner organisations.
- Participate in relevant internal and external working groups, programmes, projects, services, and initiatives, which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice and expertise.
- Work with colleagues and system wide partners to develop and implement data collection systems that will provide accurate and timely data that support the UEC delivery programme.
- Present information, risks, and issues, explaining highly complex issues, to a wide range of internal and external stakeholders.
- Liaise with all appropriate functions both internally and across the partner organisations.

Planning and Organisation

- Contribute to the strategic planning of UEC delivery plan, identifying interdependencies across projects/functions, potential impacts on partner organisations, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the UEC programme planning process, providing input as required, and taking a lead on specific work streams as appropriate.
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes for UEC, in accordance with local and national priorities.
- Contribute to short, medium, and long-term business plans, achieving quality outcomes.

4. Project Management

- Lead on the implementation of identified key areas from UEC programmes including service improvement, performance management, workforce strategies and associated action plans and improvement programmes, in accordance with the agreed priorities for UEC.
- Ensure the portfolio of tasks and projects within the UEC programme/plans are managed, coordinated, and delivered effectively.
- Coordinate and participate in relevant internal and external working groups and provide project advice, expertise and support where requested.
- Provide relevant and timely specialist advice and guidance on own portfolio of projects/function.
- Work with members of the team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions.
- Monitor, track and manage risks and issues, proactively resolve, and escalate as appropriate.

5. Financial and Physical Resources

- Deliver against programme objectives, achieving quality outcomes, prioritising own workload, and working to tight deadlines.
- Provide regular reporting on the targeting of resources and monitoring their implementation from a value for money perspective.
- Provide oversight and monitoring of all aspects of the budgets of the portfolio of tasks and projects leading on.
- Evaluate projects/function within identified portfolio for delivery against financial recovery/savings plans through providing sophisticated, high quality project analysis.

6. Staff Management

- Coordinate relevant training, development, and recruitment activity across the team as appropriate.
- Support the training and induction of new staff.
- Manage staff, undertaking appraisals, and progressing any disciplinary or capability issues as necessary.

7. Information Management

- Devise and provide improvements to current management information, analysing, reporting, and suggesting procedures to enhance decision making processes.
- Be responsible for the development and maintenance of databases required for regular reporting.
- Undertake complex and detailed information analysis of specific projects and produce reports requiring high levels of concentration.
- Update, maintain, organise, gather, and analyse information to predict and meet future organisational needs and objectives.

8. Research and Development

- Contribute to the development of key performance indicators for the successful assessment of individual and work stream success
- Test and review new concepts, models, methods, practices, products, and equipment.
- Contribute to ensuring there are processes in place for spreading and sharing learning and outcomes.

9. Policy and Service Development

- Propose changes to tasks and projects, informing policy and making recommendations for other projects delivery.
- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to service or initiative management.
- Develop policies and procedures in own work function with an impact on the wider organisation, as required.

The main duties and responsibilities described above are not exhaustive and the post holder maybe expected to take on other responsibilities or specific tasks as required and requested.

Further, over time, it is likely the remit and requirements of the role will evolve, and the post holder will be required to adjust their working approach and style to accommodate this with the full support of line managers.

Person specification

Factors	Description	Essential	Desirable	Assessment
Knowledge, Training and Experience	Educated to degree level in relevant subject or equivalent level qualification or significant experience of successfully working at a similar level in health and care	√		A/C
	Experience of co-ordinating projects in complex and challenging environments	√		A/I
	Experience of managing and reporting risks	√		A/I
	Experience of drafting briefing papers and reports for use by senior managers	√		A/I
	A good understanding of the health and social care environment and roles and responsibilities within it	√		A/I
	Experience of monitoring budgets and business planning processes		√	A/I
	Knowledge and experience of project principles, techniques, and tools		√	A/I
	Relevant experience working across NHS, social care including contracting, commissioning and performance management of services	√		A/I
	Experience of working across organisational boundaries		√	A/I
Communication Skills	Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear and insightful ideas and concepts concisely and accurately for	√		A/I

	diverse audiences, including Executive and Senior Management			
	Evidence of success in efficient and effective project and programme management	√		A/I
	Skills for communication on complex matters and difficult situations, requiring persuasion and influence.	√		A/I
	Skills for nurturing key relationships and maintaining networks.	√		A/I
Analytical Skills	Ability to analyse and interpret very complex issues where material is conflicting and drawn from multiple sources, pre-empt and evaluate issues, and recommend appropriate course of action to address the issues	√		A/I
	Problem-solving skills and ability to respond to sudden unexpected demands	√		A/I
	Attention to detail combined with the ability to extract key messages from complex analysis	√		A/I
	Demonstrated capability to act upon incomplete information, using experience to make inferences and decisions	√		A/I
	Numerate and able to understand complex financial issues combined with deep analytical skills	√		A/I
	Experience of setting up and implementing internal processes and procedures	√		A/I

	Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement		√	
Planning Skills	Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly	√		A/I
	Skills for project management	√		A/I
Autonomy	Ability to work on own initiative and organise and manage own workload without supervise, working to tight and often challenging timescales	√		A/I
Equality and diversity	Understanding promotion, and commitment to equality of opportunity and good working relationships	√		A/I
Other	An ability to maintain confidentiality and trust	√		A/I

Effort, skills and working conditions

Physical skills	<ul style="list-style-type: none"> Office environment; Standard keyboard skills
Physical effort	<ul style="list-style-type: none"> Office environment; required to undertaking typing of reports, sitting / standing to give presentations
Mental effort	<ul style="list-style-type: none"> Need to meet deadlines and deal with complex issues, high level of concentration required to produce documents on a regular basis Intellectually demanding role commensurate with pay banding The position frequently requires prolonged periods of concentration The position involves unplanned interruptions The work is unpredictable, and the post holder may have to adapt to change in a short timeframe and be able to deliver outcomes
Emotional effort	<ul style="list-style-type: none"> Need to challenge assertively Emotionally demanding role commensurate with pay banding Managing stressful situations whilst maintaining collaborative relationships

	<ul style="list-style-type: none"> • The post holder must be able to work successfully under pressure of time and resources • The post holder will be required to deal with difficult and stressful situations and conflict in relation to change management
Working conditions	<ul style="list-style-type: none"> • Home working • Office environment; cross-site travel, across Lancashire and South Cumbria and beyond • VDU use on a regular basis

Supplementary Duties & Responsibilities

- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the ICB performance and development review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the ICB.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all ICB policies and procedures.
- The post holder shall as necessary, provide cover for and undertake duties of absent colleagues.

*The post holder may be required to participate in the on-call rota, following appropriate training, which would involve weekend and/or weekday/bank holiday evening/overnight cover.

Information Governance, Data Protection & Confidentiality

All staff are expected to ensure the confidentiality and security of all information that is dealt with while performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during work and co-operate with the ICB and others in meeting statutory regulations.

Risk Management

You are required to contribute to the control of risk and use the incident reporting system to alert the ICB of incidents or near misses that may compromise the quality of services.

Infection Control

All staff have a duty to comply with policies and guidelines in relation to Infection Prevention and Control.

Equality & Diversity

The ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As an ICB, we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adults

The ICB has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All staff must ensure they adhere to the ICBs safeguarding children and adults' policy and comply with the Local Safeguarding Children and Adult Board procedures.

Codes of Conduct and Accountability

You are required to comply with codes of conduct and accountability and any relevant codes of conduct dependent on profession (e.g., N&M/NHS Managers/Allied Health Profession etc).

External Interests

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Notes

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager.