

Lancashire County Council

Job description for the post of: Care Navigation Officer					
Directorate: Quality, Contracts & Safeguarding Adults			Location:	Preston	
Establishment or team:		Care Navigation		Post number:	Various
Grade:	5	Line manager:	Care Navigation Supervisor	Car user:	N/A
Staff responsibility: No		Number of staff directly supervised: None		Which business plan covers this post? Care Navigation	
<p>Core Purpose</p> <p>Making Lancashire a place where everyone matters. A place where everyone can enjoy equal and quality life chances and be respected in their communities.</p> <p>Corporate Objectives Lancashire a place where people can</p> <ul style="list-style-type: none"> • Feel safe • Lead healthy lives • Get help if they need it • Learn and develop • Work and prosper • Travel easily and safely • Enjoy a high quality environment <p>The purpose of this job is to:</p> <ul style="list-style-type: none"> • To instil and promote and maintain positive effective working relationships with all levels of management, employees, providers and service users. • Commission services on behalf of the service users ensuring that the service is of high quality, best value and within agreed budgets. • Knowledge and ability to evaluate commissioned services deliver outcomes that are meaningful to the service user and representative of expenditure. • Use specialised skills and knowledge to research and analyse information to compile tailored information that will support service users, or their family/representative, in making an informed choice of how they wish for their care needs to be met, using a wide variety of community based or residential services. • Have an in depth knowledge of the variety of community based and regulated services available in Lancashire in order to offer detailed information advice and guidance relating to specific circumstances of the customer. • Work as part of a team to maximise the services available within a personal budget according to needs, this will include maintaining electronic records, completion of financial agreements to allow payments to be made in accordance with the authority's contract. • Provide reports to colleagues within the Social Care Procurement about provider performance or where there are difficulties in commissioning the services requested by an individual. 					

Core Tasks

- 1) To effectively support the commissioning process of registered services
 - Under limited supervision provide support to service users by commissioning various services to help them live their life in a way they want whilst meeting their assessed need and achieving meaningful outcomes.
 - Support Personal Social Care staff by obtaining care packages swiftly to ensure service users are kept safe.
 - Independently resolve problems and issues relating to commissioning services. These include urgent commissioning for hospital discharge or where there is conflict regarding the providers regulation status.
 - Maintain strong and effective business relationships with service providers, ensuring that relationships are open and constructive to ensure effective commissioning of services.
- 2) Update, maintain and interrogate information including the use of databases and systems as required, this includes:
 - Updating confidential records accurately to allow other areas of the directorate to carry out core functions i.e. financial payments, statutory returns, quality and compliance monitoring, contract usage data.
 - Analyse and interpret complex information to provide detailed performance reports on commissioning activity to colleagues within the team and wider directorate.
 - Assist the Care Navigation / Brokerage Manager to develop processes and procedures that allow the team to carry out its function effectively and efficiently.
- 3) Communicate with internal and external partners and stakeholders within procurement commissioning and personal social care teams and colleagues within partner agencies.
- 4) Maintain an in-depth knowledge and understanding of commissioning procedures, regulatory requirements and various other legislative guidance in line with the role.
- 5) Be aware of the wider commissioning intentions and processes of the Adult Services Health and Wellbeing Directorate and of its key partners.
- 6) Other duties in line with the delivery of the service and as requested by Line Managers.

Lancashire County Council

Person specification form		
Job title: Care Navigation Officer	Grade: 5	
Directorate: Quality, Contracts & Safeguarding Adults	Post number:	
Establishment or team: Care Navigation		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
3 GCSE's Grade A-C or equivalent (including English and Maths)	E	AF
Intermediate Administrative Qualification – e.g. BTEC National or NVQ level 3	D	AF
Experience		
Experience of communicating with colleagues, members of the public and other stakeholders through a variety of media e.g. telephone, email etc.	E	AF/I
Working as a member of a team to deliver measurable outcomes.	E	AF/I
Use of ICT applications e.g. databases, Microsoft Office	E	AF/I
Application of principles in problem solving	E	AF/I
Working in a Health or Social Care environment.	D	AF/I
Collation and analysis of statistical information	D	AF/I
Knowledge, skills and abilities		
Ability to use initiative to prioritise own workload	E	AF/I
Ability to work under pressure to meet non-negotiable timescales.	E	AF/I
Negotiation, customer service and interpersonal skills in communication in a variety of media	E	AF/I
Ability to work independently and consistently within frameworks and procedures	E	AF/I
Knowledge of the directorates commissioning and procurement policies and procedures.	D	AF/I
Knowledge of the Adult Social Care market (including legislative requirements)	D	AF/I
Knowledge of the various services available to meet assessed Social Care needs.	D	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Commitment to attendance at work	E	I
4. Display the LCC Values and behaviours at all times and actively promote them in others		

Prepared by: Rebecca Yates

Date: 01/06/2021

Note: We will always consider your references before confirming a job offer in writing.

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head teacher/Head of Service/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	Care Navigation Service
Post/Job title	Care Navigation Officer
Description of main activities the employee will be required to undertake (or attach job description) see attached	
Form completed by: (print name) Denis Greenwood	

A. The job to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (e.g. over 2m from tall step/extension ladders; scaffold towers, roof work etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (e.g. where access or egress or free flow of air may be restricted or where there may be a build-up of gases, vapours or fumes or the use of breathing apparatus is required).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; glutaraldehyde; latex gloves).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

8	Work with lead or lead-based products (e.g. some paints).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The job to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needle stick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weal's disease, other animal borne diseases, and zoonosis).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, porter type activities).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Line Manager/ Head teacher (please print)		Mark Elliott	
Signature:			
Telephone Number:	01772 538450	Date:	June 2021