

Role Profile

Part A - Grade & Structure Information

Job Family Code	14BF	Role Title	Head of Health, Care Neighbourhood Coordination
Grade	PS14	Reports to (role title)	Director - Transformation, Assurance and Integration
		Directorate/School	Adults Wellbeing & Health Partnerships
JE Band	735-879	Service/Department	
		Date Role Profile was created	Mar-26

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<ol style="list-style-type: none"> 1.Coordinate and support the delivery of a new SCC/ICB/VCSE Community and Neighbourhood Model and strategy focusing on prevention and early Intervention across health and social care with key shared objectives and delivery plans underpinning the strategy. 2.Ensure that they are working in partnership with the relevant statutory voluntary and third sector organisations, other professionals, individuals, carers, families and the community in order to provide positive outcomes. 3.Ensure that activity is aligned to political, strategic and financial drivers and priorities in both the council and the ICB and that decision makers are effectively engaged. 4.Support the delivery of the outcomes from the 2025/26 Better Care Fund (BCF) Review 5.Support the successful disaggregation of BCF into East and West Surry Unitary authorities and the new ICB footprint 6.Support the coordination and delivery of the outcomes from the Continuing Health Care working group.
Work Context	<p>Working with the Executive Director of Adults, Wellbeing and Health Partnerships and the Directorate Leadership Team, the VCSE Alliance and the ICB Chief Executive and Exec Board</p> <p>The postholder will be managed by the Director Transformation, Assurance & Integration but will be expected to work proactively and independently with minimal supervision within a highly complex environment, demonstrating resilience to deal with challenging priorities.</p>
Line management responsibility	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Develop, co-ordinate and support service planning for the service or functional area to ensure the delivery of high quality, value for money and consistent services in line with agreed service standards and statutory requirements.</p> <p>Develop, and recommend policy and practice improvement in the relevant service/functional area, working collaboratively across the area and consulting with key stakeholders, to ensure effective implementation that supports continuous improvement.</p> <p>Provide professional leadership to the team/s and/or colleagues, strengthening skills and competence and fostering a strong culture of standards, performance and accountability to deliver public value and efficiency.</p> <p>As a lead expert in a specialised field provide timely, accurate and customer focused advice and guidance to managers to support good practice and compliance with statutory requirements.</p> <p>Maintain effective budgetary control, while ensuring legal, regulatory and policy compliance within area of responsibility are effectively managed, and that effective systems operate to manage performance and risk.</p> <p>Lead major programmes and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.</p> <p>Champion and manage transformational change and embed new ways of working to ensure high quality service delivery and value for money.</p> <p>Work collaboratively internally and externally to ensure that issues are effectively managed and foster partnership working to promote sustainable service improvements and generate efficiencies.</p>

	<p>On call - be available if required to maintain key service delivery and in the event of a serious incident.</p> <p>Duties for all Values: To uphold the values and behaviours of the organisation(s). Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety policies are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent level professional qualification plus experience at management level in a specialist area in a complex business environment. • Extensive knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, processes and procedures relevant to the role, together with broader sector/commercial awareness. • Ability to balance policy development with effective operational management. • Ability to deploy advanced skills to inspire, motivate, coach and develop team members to high levels of performance. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals.. • Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • High level analytical skills and able to apply evaluative judgement and provide practical and creative solutions. • Proven ability to assess risks and benefits in a complex environment and respond appropriately.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Deep understanding of relevant legislation and practice standards, and of broader contextual factors affecting national service delivery.</p> <ul style="list-style-type: none"> • Evidence of continuing professional development including leadership and management training and able to promote and lead the development of a continuous improvement and learning culture, mentoring and supporting other managers and teams to develop a culture of personal ownership and accountability for delivering outcomes. • Proven experience of leading successful teams in a health and or care environment, delivering outcomes and improving service, and wide experience in successful leading, motivating, coaching, mentoring and developing staff. Outcomes focused and solution-oriented, with experience of putting in place systems that support high quality delivery of commissioning services, and experience of managing complex projects within complex governance. Able to demonstrate how to construct measures and metrics, and their use in demonstrating achievements. • Ability to exercise a significant degree of interpretive and constructive thinking and evaluative judgement appropriately. Able to demonstrate the ability to apply judgement in managing risk, in supporting their senior leadership to deliver on commitments to savings. • Competent in a range of IT tools including MS Office and database management systems and able to promote the use of IT systems within the service. • Skills in and knowledge of contracting models and use of levers to drive change and achieve outcomes, and able to demonstrate an understanding of market management and has proven experience of developing and maintaining provider / commissioner partnerships in shaping the specialist markets. • Satisfactory DBS clearance may be required.

Role Summary	Roles at this level are senior managers leading the provision of a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. Role holders are often members of the departmental or service management team and will help to develop the service's strategic aims and objectives. They require expertise in a specialised field or a broad understanding of relationships between different fields, and advise managers and colleagues on good practice and compliance with statutory requirements. This level requires the ability to select, develop and assess the suitability of ways of working, together with highly developed skills in persuading, influencing, developing and motivating people and partnerships to achieve service objectives. Role holders exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.
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