

**Manchester City Council
Role Profile**

**Social Care Systems Hub Officer, Grade 6
Manchester Local Care Organisation
Report to: System Hub Manager**

Job Family: Business Support

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partner (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Key Role Descriptors:

The role holder will work as part of the Social Care Systems Hub Team and will deliver a system and workflow support service for Social Care.

The role holder will provide a professional, customer focused, specialist technical service in line with specified guidelines, policies and procedures, to deliver required outcomes effectively, and meet the needs of multiple stakeholders.

The role holder will provide and analyse timely reports which meets the service needs and identify trends.

The role holder will support the System Hub Lead in the delivery of a range of technical projects, initiatives or developments to achieve the Council's corporate aims and objectives.

The role holder will deliver an effective system and service support function within Social Care, establishing excellent relationships with stakeholders and taking a holistic approach to requirements of care commissioning, contracts, payments and charging.

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Key Role Accountabilities:

Provide regular maintenance and administration to all existing databases, rectifying faults and working in consultation with other stakeholders as necessary.

Monitor and maintain data quality and take appropriate action as necessary.

Assist in the planning, direction and co-ordination of activities to manage and implement projects from project initiation through to implementation, taking a lead on particular areas of work where appropriate.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

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Role portfolio:

The Hub Officers will deliver a high quality and efficient service to stakeholders using social care systems.

This will include but is not limited to:

- Support with maintaining ContrOCC system configuration, parameters, service levels, contract trees, provider portal
- Maintaining user access roles and permissions
- Testing & developing the system functionality to deliver efficient workflows across services, and undertaking user testing for periodic system upgrades
- Identifying system & workflow issues and finding resolutions, working with the system provider to resolve technical issues and developments
- Proactively seeking continual development and improvement of system functionality and internal workflows and processes across the service
- Maintaining accurate contract rates and applying periodic uplifts in a timely manner for all categories of care
- Provide a proactive and responsive service to stakeholders including care providers and provider portal users. Build effective working relationships to support Social Care, Contracts & Commissioning, Charging (Part of Revenue & Benefits) Brokerage, Finance and ICT colleagues.

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Key Competencies and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

Communication: Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to influence or persuade immediate departmental or functional colleagues.

Analytical skills: Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken. Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

Planning & Organising: Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.

Project Management: Planning Skills to map the achievement of a desired outcome through a series of actions and milestones with an ability to implement monitoring techniques to capture progress made.

Problem Solving & Decision Making: Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

Creative Skills: Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

ICT Skills: Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

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Technical Requirements (Role Specific)

- Experience of working with the ContrOCC system in a Social Care environment or similar.
- Excellent IT skills and ability to extensively use financial systems.
- Willing to consent to and apply for an enhanced Disclosure and Barring Service (DBS) check

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