

ROLE PROFILE	
Role Title	Specialist Advisor Continuing Health Care Lead
Job Family	Adults
Competency Level	PO8
Purpose	
<p>The Specialist Advisor Continuing Healthcare Lead will provide strategic leadership, professional expertise and system oversight for NHS Continuing Healthcare (CHC), joint funding arrangements and Section 117 responsibilities across Adult Social Care. The role will ensure that the Council meets its statutory duties through clear interpretation of the National Framework for NHS Continuing Healthcare and related legislation, and will embed consistent, evidence-led practice across operational teams.</p> <p>The postholder will act as the Council's principal advisor on CHC, shaping policy, driving practice improvement and ensuring that processes, decisions and governance arrangements are robust, defensible and fully aligned with national requirements. The role will strengthen collaborative working with NHS partners by supporting effective eligibility decision-making, ensuring equitable funding responsibilities and facilitating timely, efficient resolution of disputes.</p> <p>A core purpose of the role will be to support the financial sustainability of the Council by ensuring that CHC, joint funding and Section 117 pathways are rigorously applied, that statutory health responsibilities are consistently upheld, and that all appropriate health-related costs are recovered. Through this, the role will make a significant contribution to delivering the Council's Medium-Term Financial Strategy (MTFS) and ensuring that Adult Social Care resources are used in a transparent and financially responsible way.</p> <p>The postholder will play a core role in strengthening workforce capability across Adult Social Care by improving the quality and consistency of CHC practice, supporting practitioners to develop confidence in applying the framework, and leading on innovative approaches to professional development, including initiatives such as a CHC community of practice.</p> <p>The role will also provide assurance to senior leadership by maintaining high standards of professional practice, offering expert case oversight on complex situations, and driving continuous improvement in systems, training, data quality and decision-making across the CHC and joint funding landscape.</p>	
Generic Accountabilities	

<p>Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>

<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>

<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>

Job Specific Accountabilities End Results/Outcomes

<p>Strategic CHC, Joint Funding and Section 117 Leadership</p>	<ul style="list-style-type: none"> • Provide strategic leadership and expert guidance across Adult Social Care in relation to NHS Continuing Healthcare (CHC), joint funding and Section 117 responsibilities. • Use expert knowledge of the National Framework for CHC, NHS-funded nursing care, the Care Act, Mental Health Act and Mental Capacity Act to advise and support staff across the pathway. • Ensure Adult Social Care teams understand and fulfil their statutory duties under the National Framework for CHC and NHS-funded nursing care. • Manage change, maintain service continuity and drive excellence in a complex and dynamic environment. • Act as the organisational lead and champion for joint funding approaches, ensuring alignment with national legislation, regulatory requirements and best practice standards. • Interpret legislation to shape operational policy and influence operational and strategic decision-making. • Increase practitioner confidence and success in challenging CHC eligibility decisions with evidence-based analysis.
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	<ul style="list-style-type: none"> • Act as a lead for complex CHC decision-making within multidisciplinary contexts to determine primary health need and appropriate funding streams.
Operational Oversight, Case Management and Practitioner Support	<ul style="list-style-type: none"> • Advise on individuals' eligibility for Continuing Care or Section 117 aftercare. • Provide expert professional advice to social care colleagues on CHC and joint funding processes and assist practitioners and managers in managing disputes. • Support practitioners to gather and present the right evidence to health partners to inform CHC or Section 117 decision-making. • Provide expert case-management oversight, including joint-working on complex cases. • Keep track of progress of individual cases through the CHC/joint funding process and prompt practitioners on required actions to maintain progress. • Represent the London Borough of Waltham Forest at CHC panels, joint funding panels, multi-agency panels and strategic forums. • Act as the initial escalation point of contact for the NHS in relation to joint funding queries and concerns. • Ensure appropriate escalation routes for emerging concerns are followed throughout the service.
Dispute Resolution, Governance and Cost Recovery	<ul style="list-style-type: none"> • Lead on addressing current and retrospective CHC or joint funding disputes. • Ensure systems are in place to capture all CHC and joint-funding commitments and to recover all agreed contributions and any spend incurred on behalf of health partners. • Maintain robust governance processes for CHC, including oversight of MDT recommendations and the operation of CHC panels to ensure alignment with the National Framework. • Lead the resolution of complex funding disputes, ensuring appropriate recovery of costs and adherence to national and legal frameworks.

	<ul style="list-style-type: none"> • Provide professional challenge and expert advice to colleagues, partners and senior leaders on CHC-related matters.
<p>System Development, Partnership Working and Service Improvement</p>	<ul style="list-style-type: none"> • Establish and coordinate arrangements across NHS providers, third-sector organisations, independent sector providers and local authorities to strengthen collaborative working. • Work collaboratively with stakeholders to ensure consistent and effective joint working, protecting the Council's reputation. • Lead responsibility for delivery of action plans related to CHC, including service reviews, development of business cases and procurement of services to meet identified gaps. • Develop and monitor arrangements with partners (internal and external) to ensure safe and consistent delivery of commissioned services across the system. • Contribute to strategic and service-level planning across the directorate. • Drive continuous improvement in CHC-related policies, practice and operational systems.
<p>Workforce Development, Training and Practice Improvement</p>	<ul style="list-style-type: none"> • Support the training and development of staff across the organisation in relation to CHC and joint funding. • Implement a rolling programme of CHC/joint-funding training, ensuring staff are kept up-to-date with policy changes and best practice. • Coordinate and ensure CHC/joint funding training is delivered to Adult Social Care teams, working with Organisational Development colleagues to develop formal training requirements. • Contribute to the development and improvement of practice tools, resources and support systems for Adult Social Care teams. • Promote an inclusive, transparent and strengths-based culture within teams. • Be a positive role model for staff, building and maintaining effective working relationships across teams and services. • Provide specialist knowledge, data-informed insight and professional guidance to senior leadership to support continuous service improvement.

<p>Work with the management team and lead the strategic development, implementation, and continuous improvement of policies and practices that embed CHC Improvement practice</p>	<ul style="list-style-type: none"> • Act as the organizational lead and champion for joint funding approaches in WF, ensuring alignment with national legislation, regulatory requirements, and best practice standards. • To have lead responsibility for establishing and coordinating arrangements across a range of agencies including NHS providers, third sector and independent sector providers. • To hold lead responsibility for delivery of the action plans relating to continuing healthcare, including leading service reviews, developing business cases and procuring services to meet identified gaps. • Work collaboratively with stakeholders for joint agreed working, ensuring the Council’s reputation is maintained. • Develop and monitor key arrangements with partners internally and externally to ensure safe provision of commissioned services across the system. • To act as a lead in regards to complex CHC decision making within a multidisciplinary team of colleagues to ascertain a primary health need and appropriate funding stream for a patients package of care.
<p>Lead workforce development and practice improvement by supporting ongoing training, enhancing practice tools and systems, modelling inclusive and strengths-based behaviours, and providing specialist guidance and data-informed insight to senior leadership to drive continuous improvement across Adult Social Care.</p>	<ul style="list-style-type: none"> • Support the training and development of staff within the organisation. • To implement a rolling programme of training for social care staff to achieve ongoing improvements in the system and keep abreast and disseminate policy changes. • Contribute to the development and improvement of practice tools and other support systems and ensure these are delivered to the Adult Social Care Teams • To cultivate and promote an inclusive, transparent, strengths based culture, promoting the development of teams and individual members. • To be a positive role model for staff. To build and maintain positive working relationships with other teams and services. • Provision of specialist knowledge and guidance to senior leadership within the Council on continuing health care and operational delivery across the Directorate; ensuring robust data systems are in place to inform practice and continuous service improvement

<p>Provide expert guidance on joint funding and Section 117 arrangements.</p>	<ul style="list-style-type: none"> • Support a team of professionals, fostering a collaborative and high-performing environment. • Work closely with commissioning, finance, and operational teams to ensure effective use of resources. • To be responsible for ensuring that all CHC processes implemented are compliant with legislative and national guidance and in accordance with the responsibilities of the ICBs. • To maintain a robust decision-making process including for the ratification of MDT recommendation and where there is a panel, to monitor its running and processes are in accordance to the CHC Framework
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Nature of Contacts

Frequent contact with Corporate Director, Assistant Director, Heads of Service, and senior representatives from external organisations providing expert advice, guidance and support on complex issues.

Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.

High levels of tact, sensitivity and diplomacy is required.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework to ensure performance standards are met within a framework of policy and legislation.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity, and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

Monitoring and controlling financial transactions /information.
Effectively control budgets / resources.
There are no formal budget responsibilities associated with this post.

Resourcing

Staff Management: No

Post holder will report into the Assistant Director of Care Management and Learning Disabilities

Knowledge, Skills and Experience

- Social work qualification or equivalent professional experience, with substantial practice knowledge across adult social care.
- Demonstrable experience of applying the National Framework for NHS Continuing Healthcare (CHC), NHS-funded Nursing Care, joint funding arrangements and Section 117 aftercare.
- Excellent understanding of the legal, regulatory and policy frameworks that govern CHC, the Care Act, Mental Health Act, Mental Capacity Act and wider health and social care reform requirements, including 2025 Social Care Reform.
- Strong understanding of CHC and joint funding financial mechanisms, cost-recovery processes and the interface between local authority and NHS funding responsibilities.
- Experience developing and sustaining effective partnerships with NHS trusts, Integrated Care Boards (ICBs), commissioning bodies, independent providers and other local authorities.
- Proven ability to lead complex dispute resolution, negotiate effectively with NHS partners, and provide professional challenge in contentious multi-agency environments.
- Ability to lead the organisation and analysis of quantitative and qualitative data, with experience using data to identify trends, inform decision-making etc.
- Experience in leading the design, development and implementation of continuous improvement activity, the introduction of new systems or processes; ability to drive innovation in professional practice e.g. introducing a CHC community of practice.
- Excellent written and verbal communication skills, with the ability to produce high-quality reports, formal challenge documents / appeals, and evidence submissions.
- Significant experience of working with and meeting needs of diverse communities; a good understanding of what drives inequality within communities at a local level.
- Strong understanding of multi-agency governance and corporate assurance requirements.
- Knowledge of safeguarding responsibilities, quality assurance principles and risk management processes within adult social care.

Indicative Qualifications

- Educated to degree standard or equivalent
- Social work qualification or equivalent experience is desirable

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.