

JOB DESCRIPTION

Job title	Cost Recovery Support Team (CRST) – Clinical Lead		
EBR Number	N/A	Reference No.	SCS1-CL-RH
Grade	AfC band 8c/8d (G6 equivalent)	Number of posts	1
Type of Role	Non-recurrent	Category	Specialist
NHS Staff Group:	Nursing & Midwifery Registered OR Medical & Dental	Job Type	P/T Secondment/ call-off
Directorate	Strategy & External Relations Directorate		
Division/Team	Visitor & Migrant NHS Cost Recovery Programme		
Location	London-based, with travel	Flexible working	DH Policies Apply
Travel requirements	Frequent	Closing Date	Rolling
Hiring manager	Louise Norton-Smith	Room/ Building Telephone	506 / RH 020 7210 2716

Job summary

Overview of the post/area of work

The Department of Health's Visitor and Migrant NHS Cost Recovery Programme, in partnership with its Arm's Length Bodies (NHS England, Monitor, NHS TDA, Health and Social Care Information Centre) and other key NHS stakeholders are responsible for implementing new systems and processes to drive up the rates of overseas chargeable patient identification and recovery of treatment costs.

The Programme seeks to establish a Cost Recovery Support Team (CRST), a small group of experienced and highly-skilled NHS staff who will provide NHS provider trusts with on-site bespoke support to improve their overseas visitor identification and cost recovery processes. In addition, the team will ensure that key stakeholders in a trust's local health economy (including commissioners and local primary care organisations) also understand the new legislation (from April 2015, subject to Parliament), incentive schemes, sanctions and associated processes designed to maximise cost recovery from European Economic Area (EEA) member states and non-EEA patients using the NHS in England.

The CRST will mirror the methodology of successful NHS Support Teams already working in the system, deploying to trusts to carry out short, on-site diagnostic analyses and then

providing each trust with a high-level report of findings and recommendations. If further support is required, this will also be designed around the trust's specific requirements.

It is thus expected that the team will spend a significant amount of time travelling around the country once the London-based training period in December 2014/January 2015 is complete.

The Clinical Lead is expected to provide the team with valuable insight from an NHS clinician's perspective into navigating the delicate path between assuring the provision of services and obtaining the correct payment from chargeable patients. The Lead will therefore have demonstrable experience of working with senior individuals and of behavioural change management.

As the role also requires the team to bring together a wide variety of stakeholders, the ideal candidate will need to have strong market intelligence and collaborative skills which will set them in good stead to identify and work with key influencers in a trust's local health economy. As a result of this mix of skills, the successful individual will play a highly specialist role within the team, providing subject matter expertise from their own professional background.

Contract details

This opportunity is available on a secondment to the Department of Health on a part-time basis between December 2014/January 2015 and July 2015 (guaranteed up until April 2015). There will be a minimum number of days required, although timings will be negotiable. Job-specific training will take place in the first few weeks.

Team structure

The Cost Recovery Support Team members are being recruited on the basis of their NHS experience, specialisms and seniority. The team will also include:

- an AfC band 9 finance lead
- an AfC band 7 cost recovery/contracting/overseas visitor specialist;
- a Civil Servant G7 (AfC 8b/8c equivalent) policy specialist

Indicative Programme Timetable

Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15
<- Diagnostic pathway design phase ->		Pathway testing	<- Diagnostic pathway deployment phase ->		
External design team begins work	NHS staff hired to form new CRST. Initial training occurs	Diagnostic pathway testing with NHS trusts and CCGs	CRST begins formal deployment period with priority trusts	CRST deployment continues with next wave of trusts	Changes to NHS overseas visitor charging rules go live.
New regulations finalised (to be laid before Parliament in Jan 15) IT processes finalised. Scope of diagnostic pathway locked down		Diagnostic pathway refined and handed over to CRST	Ipsos MORI External evaluation finalises next stage of work (to include CRST deployment).		CRST continues to deploy to trusts where required

Key accountabilities for the role

- Work with the other CRST members to ensure that operational objectives are met
- Ensure that the final report at the end of trust engagements is to standard and covers the high level points of the CRST's findings in a way that is accessible to its audience
- Use amassed clinical experience and market intelligence to provide insight to trusts in regards to successful overseas visitor identification and cost recovery processes

Key requirements for the role

Clinical Acumen & Knowledge

- Holder of an MBBS qualification or equivalent clinical professional qualification
- Have completed FY1&2 (or equivalent) and be GMC registered OR a holder of a First Level (or equivalent) and NMC registered
- Senior level experience as an NHS trust physician or nurse
- Ability to explain clinical terms in a way which is accessible to a range of stakeholders
- Effective analytical skills and comfortable with using the suite of programmes within Microsoft Office

Operational Efficiency & Communication

- Demonstrable ability to work at pace and within outcomes-focused settings
- Identifies and prioritises opportunities to improve operational excellence
- Knows how to identify key influencers and how to get them involved in shaping and delivering change across the wider health and social care system

Change Management

- Able to create a picture of the desired future and determine what will need to change for that future to be realised
- Effective at engaging NHS clinical leads and the wider workforce in defining the change agenda so that they take ownership for delivering the required change
- Consistently communicate the vision for the future and provide reinforcement for those critical to its achievement, removing obstacles as they emerge

Key Civil Services Competences to be assessed¹:

- Collaborating and Partnering
- Delivering Value for Money
- Delivering at Pace
- Changing and Improving

¹ www.civilservice.gov.uk/wp-content/uploads/2012/07/Civil-Service-Competency-Framework-July-2012.pdf