



SECONDMENT - JOB DESCRIPTION

Job title	NHS Cost Recovery Support Team (CRST) – Overseas/private patients / Business development specialist		
EBR Number	N/A	Reference No.	SOGW1-RH
Grade	AfC band 7 (SEO equivalent)	Number of posts	1
Type of Role	Non-recurrent	Category	Specialist
NHS Staff Group:	Administrative & Clerical	Job Type	P/T secondment
Directorate	Strategy and External Relations Directorate		
Division/Team	Visitor & Migrant NHS Cost Recovery Programme		
Location	London-based, with travel	Flexible working	DH policies apply
Travel requirements	Frequent around England	Closing Date	10/12/2014 at 17.00
Hiring manager	Louise Norton-Smith	Room/ Building Telephone	RH506 020 7210 2716

Job summary

Overview of the post/area of work

Employer: Secondment to Department of Health

Conditions: Remain with candidate's current NHS employer

Location: London with travel around England

Salary: AfC band 7 - £30,764 to £40,558 (dependent upon experience) (*Pro rata*)

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 EEA member states and non-EEA patients using the NHS in England.

The CRST will mirror the methodology of the already successful NHS Support Teams, 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.

Person specification

The OVM / Contracts team member is expected to provide the CRST with valuable insight from a similar NHS professional's perspective. They should have demonstrable experience of working within a business development/cost recovery setting as well as exposure to senior individuals and patients from overseas.

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 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 (or equivalent) finance lead
- an AfC band 8d (or equivalent) clinician;
- 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 overseas/private patient / business development 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

Experience & Knowledge

- Bachelor's degree or equivalent qualification
- Experience in service management, commissioning or contracting (with significant exposure to overseas patients) within an NHS setting
- Ideally experience of performance monitoring or management
- Demonstrable exposure to change in policy
- Effective analytical skills and comfortable with using the suite of programmes within Microsoft Office
- Strong understanding of the NHS Constitution and Payment by Results. Knowledge of NHS contracting guidance is desirable

Operational Efficiency & Communication

- Demonstrable ability to work at pace and within outcomes-focused settings
- Identifies and prioritises opportunities to improve operational excellence
- Effective written and verbal communication and able to present complex information to others, especially to senior management.
- Able to express issues, both orally and in writing, in an easily understood manner for a range of audiences

Attitude, Behaviour, Values

- Must be able to demonstrate honesty, reliability and trustworthiness
- Must be flexible to support the small team
- Ability to emphasise with other professionals in this role and pass on good practice to ensure that overall goals are met

Key Civil Service competencies to be assessed at SEO level¹

- Collaborating & Partnering
- Delivering Value for Money
- Delivering at Pace
- Making Effective Decisions

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

Civil Service Competencies

Collaborating and Partnering

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the Civil Service to help get business done. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions. At senior levels, it's about delivering business objectives through creating an inclusive environment, encouraging collaboration and building effective partnerships including relationships with Ministers.

Delivering Value for Money

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. At senior levels, effective people embed a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the Civil Service maximises its strategic outcomes within the resources available.

Delivering at Pace

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. At senior levels, it is about building a performance culture to deliver outcomes with a firm focus on prioritisation and addressing performance issues resolutely, fairly and promptly. It is also about leaders providing the focus and energy to drive activities forward through others and encourage staff to perform effectively during challenging and changing times.

Making Effective Decisions

Effectiveness in this area is about being objective; using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well-reasoned justifiable decisions. At senior levels, leaders will be creating evidence based strategies, evaluating options, impacts, risks and solutions. They will aim to maximise return while minimising risk and balancing social, political, financial, economic and environmental considerations to provide sustainable outcomes.