

Job Profile

CHC Lead (Adults)

Grade 11 JE_ID 10051

Date created: May 2026

About the Job

The NHS Continuing Healthcare (CHC) Lead provides senior, specialist leadership within Adult Social Care (ASC) to support timely, lawful and person-centred decision-making for adults with complex health and care needs. The role exists to protect the council from inappropriate financial exposure arising from CHC delay, dispute or system misalignment, and to strengthen assurance across a high-risk interface between health and social care.

The CHC Lead works alongside adult social care practitioners, managers, finance colleagues and system partners including the Integrated Care Board (ICB) and NHS England. The role provides expert oversight of CHC eligibility, disputes and appeals, with a particular focus on high-cost cases and Preparing for Adulthood (PFA) transitions, ensuring that responsibilities are identified as early as possible and that people and families experience joined-up, transparent processes.

The postholder operates within complex and pressured environments, balancing robust professional challenge, financial stewardship and a strengths-based, person-centred approach aligned to legislative frameworks and council values

This is what we need you to do...

- Act as the single ASC lead for NHS Continuing Healthcare, providing senior oversight, assurance and coordination of all CHC activity impacting Adult Social Care.
- Apply a strengths-based, inclusive, anti-discriminatory and anti-oppressive approach when working with people, families, carers and professionals.
- Provide authoritative professional challenge on CHC eligibility decisions that are inconsistent with evidence or the National Framework.
- Lead and coordinate CHC disputes and appeals on behalf of ASC, ensuring timely escalation and resolution.
- Maintain active oversight of high-cost and high-risk cases, intervening early to prevent delay, drift and inappropriate cost transfer to ASC.
- Work closely with ASC finance colleagues to track interim and disputed CHC expenditure, reduce budget volatility and protect Medium-Term Financial Plan assumptions.
- Lead ASC's strategic approach to CHC within Preparing for Adulthood (PFA) pathways, supporting earlier identification of NHS responsibility and reducing last-minute disputes at transition.
- Build and maintain effective working relationships with ICB, NHS England and partner agencies to support transparent, lawful and timely decision-making.
- Develop and maintain clear internal guidance, pathways and tools to support consistent CHC practice across ASC.
- Support and advise operational teams, reducing reliance on ad-hoc specialist input and increasing workforce confidence in CHC processes.

- Contribute to service development, learning and improvement through analysis of trends, case learning and system feedback.

Additional Responsibilities

- Take responsibility for obtaining regular, effective supervision and appraisal to support reflective practice, professional development and service improvement.
- Take ownership of delivering against individual and service performance objectives, including financial assurance outcomes.
- Contribute to corporate initiatives, briefings, working groups and governance processes as required.
- Maintain accurate, timely and high-quality records, reports and chronologies to support assurance, escalation and audit.

The ideal candidate will have...

Experience of...

- Working at a senior level within Adult Social Care, health or integrated services.
- Managing complex, high-risk and high-cost cases requiring professional judgement and escalation.
- Leading or coordinating disputes, appeals or challenge processes.
- Working effectively across organisational boundaries with senior professionals.
- Operating in environments with significant financial, operational and reputational risk.
- Working with people with multiple complex needs and supporting them to live their best life, in line with statutory duties
- Undertaking assessments to form professional judgement, and of implementing plans in line with these judgements
- Working with people who live with complex situations, experiencing deprivation, multiple comorbidities and long term disability and vulnerable people
- Working as part of a team within situations that present high risk to the person you are working with

Special Conditions

- This position is subject to an enhanced Disclosure and Barring Check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- The nature of this post requires flexibility to meet urgent work needs as they arise. This will inevitably entail work outside of normal working hours and locations across the county, including in locality, Hospital Discharge and Assessment and Learning Disabilities teams.
- The post holder must hold a clear and valid driving licence (exceptions under the Equality Act may apply).

Behavioural attributes

- Aligns with [Gloucestershire Leadership / Employee Values](#) and behaviours
- Actively asks for and considers other people's views and opinions
- Is available and approachable and takes time to consult and communicate
- Able to work well as part of a team and on own initiative
- Listens to others and communicates with sensitivity and understanding
- Acknowledges, respects and responds to individual differences and diversity requirements, recognising discriminatory practices and inequality, and is able to appropriately challenge others
- Stays calm under pressure
- Accepts and responds to constructive feedback
- Identifies and takes up opportunities for professional development and training relevant to the role
- Acts with integrity, honesty and impartiality
- Contributes to the development of the service
- Ability to operate in a climate of change and to embrace new ways of thinking and working
- Creativity and curiosity in practice, exploring options to solve dilemmas

- Managing fluctuating and complex workloads autonomously, seeking support where required
- Applying critical reflection and analysis to increasingly complex cases and situations

Knowledge, Skills and Understanding

- Experience of responding to competing demands, responding to shifting priorities effectively
- In depth knowledge of the NHS Continuing Healthcare National Framework and its application.
- Strong understanding of key adult social care legislation, including the Care Act 2014, Mental Capacity Act and Human Rights Act.
- Ability to analyse complex information, develop coherent chronologies and present persuasive, evidence based arguments.
- Strong financial awareness, with the ability to link practice decisions to budgetary and organisational impact.
- Highly developed communication skills, including the ability to work effectively in challenging, disputed or high pressure situations.
- Ability to prioritise competing demands, manage complex workloads autonomously and seek support appropriately.
- Confident use of IT systems including Microsoft Office, Teams, SharePoint and case management systems
- Ensure a high level of confidentiality is maintained for individuals, their carers and families and to manage the security of information
- Ability to communicate with compassion and in challenging situations, and able to understand and work effectively with negative and rejecting responses
- Complex communication, the ability to work with people who have a range of communication needs, supporting effective participation in assessment and intervention.
- Ability to write accurate, timely and effective records
- Ability to demonstrate clinical reasoning and professional judgement within discussion with people, their families and carers as well as within written formats.

and problems.

- Highly organised with a solution-focused, logical and innovative approach to challenges.

Education & Qualifications

Essential

- Relevant professional qualification in adult social care, health, or a related discipline.
- Evidence of continuing professional development.

Desirable

- Post-qualifying or specialist training related to CHC, complex case management or leadership.

Monitoring and ongoing development of outcomes: As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.