

Job Title: Senior Contracts and Monitoring Officer	Role Profile Number: ENH175
Grade: Q	Date Prepared: 9 November 2021
Directorate/Group: Adult Commissioning – Adult Social Care	Reporting to: Adults Commissioner
Structure Chart attached: Yes	No

Job Purpose

- To oversee and manage the quality assurance, monitoring and compliance of service providers to the social care support frameworks, in line with agreed commissioning outcomes.
- To oversee and manage provider rapid improvement plans where appropriate to ensure services are high quality and fit for purpose.
- To ensure that providers are supported to maximise the use of non-traditional services in the promotion of independence and quality of life of all supported in commissioned services.
- Oversee the coordination of all associated documents in line with Contractual duties and ensure that relevant documents are issued and collated in accordance with contract terms and conditions.
 - This will include (but not exclusively):
 - annual Terms and Conditions for all services
 - formal termination notices working in partnership with brokerage teams
 - payment arrangements and inflationary uplift awards in accordance with the agreed framework, including those issued by the Bath, Swindon and Wiltshire Clinical Commissioning Group (BSWCCG)
- Oversee and manage the review of service provider performance against the frameworks.
- Quality assure support providers, ensuring compliance with the local authority's and CCG's frameworks and CQC standards.
- To undertake line management and development of the Contracts and Monitoring Officers.
- To ensure synergy between the contracts and monitoring team with commissioners and brokerage.
- To support and lead components of government grant distribution and to ensure robust monitoring and governance is in place.

Key Accountabilities

- Undertake line-management responsibilities of Contracts and Monitoring Officers.
- To provide leadership and role modelling for the wider Contracts team.

- To lead the Contracts and Monitoring Officers in supporting service providers to understand and sign up to agreed frameworks, ensuring they meet registration and quality requirements. This includes working closely with BSW CCG, Swindon Locality.
- To lead the Contracts and Monitoring Officers in monitoring the performance of service providers, ensuring compliance with contracts in order to ensure that SBC receives a cost-effective and quality service that addresses service / standard shortfalls.
- To lead the Contracts and Monitoring Officers in assessing the quality and performance of services through the implementation of quality assurance measures, making sure that people using services voices are captured, stakeholders and professionals to ensure high quality service delivery.
- To lead the Contracts and Monitoring Officers in working with providers to monitor delivery of outcomes and opportunities for greater independence in services.
- To lead the Contract and Monitoring Officers in promoting the use of assistive technology and creative ways of meeting the needs of individuals in services.
- To lead the Contract and Monitoring Officers in working with providers to ensure that providers work in a strength based and outcome focused way and have increasing links to community assets and support to build the independence of people being supported.
- To lead the Contracts and Monitoring Officers in working with providers to ensure their service area promotes strong community engagement.
- Coordinate the support of providers with developing and managing effective infection prevention and control policies and procedures.
- Coordinate the support of providers with developing and managing Business Continuity Plans and Risk Assessments.
- To ensure consistency within the Contracts Team that all communication, either written or verbal, is of the same quality standard, professional and accurate at all times. To include the development of ensuring a consistent approach with attention to accuracy, evidenced based and factual detail.
- To authorise all written reports from the Contracts and Monitoring team and escalate to commissioners where necessary.
- Support commissioners to draft and review appropriate service specifications, to meet the care and support needs of individuals.
- Oversee the production and maintenance of a contracts database of service provision and other ancillary records to ensure that relevant information is available upon which informed management decisions concerning the suspension or termination of a particular service can be made.
- Support the Commissioner with the investigation of formal complaints in liaison with the appropriate agency, and to oversee and coordinate informal complaints in liaison with the appropriate agency, and undertake any necessary actions to address issues and respond in line with agreed policies, procedures and processes.
- Oversee and coordinate the support to the Mental Capacity Act/Deprivation of Liberties (DoLS) Team to ensure services users subject to DoLS are supported and managed in line with the DoLS conditions.
- Oversee and coordinate any changes to legal frameworks such is the implementation of Liberty Protection Safeguards.
- Oversee and coordinate the completion of Freedom of Information requests.
- Monitor volume and activity of contracts within Adult Social Care, assisting the monitoring process and ensuring that accurate information is available upon which informed management decisions can

be made in order to assist in the review of activity and budget levels for the achievement of best value.

- Support the development of commissioning activity. Lead on specific procurement actions and reporting, support and undertake specific tendering activity and market engagement events.
- Support in all aspects of tender activity including evaluation in conjunction with other key stakeholders. Make appropriate recommendations to the commissioner concerning the awarding of contracts and negotiation of fees.
- Facilitate provider and stakeholder meetings to include the production of relevant material as agreed with commissioners.
- Oversee and monitor stakeholder feedback from individuals and family members using social care services as part of the quality assurance processes.
- Support business planning including management of commercially sensitive provider information.
- Ensure effective and appropriate working with all strategic partners including BSW CCG and the transition to integrated Care System from April 2022.
- Support the commissioning of individual complex packages, working closely with the Brokerage Manager, working with practitioners and providers using cost-modelling systems to develop effective support plans with appropriate outcomes.
- Undertake evaluation and review of whole sector commissioning arrangements to feed into business plans, development opportunities and in support of Safeguarding processes and in response to complaints.
- To support commissioners in reviewing and reshaping the market in the commissioning cycle, providing feedback and key information to support contract and review meetings.
- To provide assurance and to lead delivery of service agreements, which are regularly reviewed, with all stakeholders to ensure that needs of Adult Social Care and the BSW CCG /Integrated Care Alliance in Swindon from April 2022, are adequately met.
- To support the ongoing development of a cost efficient and flexible market place for providing support to vulnerable people to ensure best value and the Council's obligations under the Care Act are achieved.
- Provide regular provider/market risk overview and quality assurance to commissioners with recommendations for targeted work to be completed.
- Analyse data from commissioned services. Using this data work with commissioners to review and reshape the provider sector, helping ensure the market place offers diverse solutions to meet the support needs of adults with needs, which is person-centered.

Knowledge & Experience

- Excellent communication skills, verbal and written.
- Able to effectively work in partnership to create sound results and to influence and support change.
- Have considerable experience of working within the adult social care field or a business background within a local authority with an awareness of the services provided.
- Previous experience of partnership working within social care, health or third sector.
- An awareness of the legislative framework within health and social care.
- A good understanding of how social care and health services are provided.
- Experience of producing robust monitoring quality service reports and reviews.

- Ability to build and maintain relationships with multiple providers and stakeholders through use of inter-personal and motivational skills.
- Ability to motivate and influence others to initiatives and targets.
- Highly developed interpersonal skills.

Other Key Features of the role

This role is office/ home based but will need to spend time with service providers in services to attend meetings, undertake quality assurance, carry out contract management reviews and undertake investigations in relation to complaints. The post holder will be required to travel to other sites around Swindon and further if needed so will need access to a car for business use for which expenses will be paid.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	