



Role Profile

Job Title: Contracts and Monitoring Officer	Grade/ Level: N	Post Number: SO00044v2
Directorate: Adult Services	Job Family: Adults	Date Prepared: August 2020

Role reports to: Commissioner (TBC)

Job Purpose:

To monitor compliance of service providers to the social care support frameworks, in line with agreed commissioning outcomes. Issue service agreements outlining the individual support package in accordance with the agreed framework, including those issued by Swindon Clinical Commissioning Group (CCG). Monitor and review service provider performance against the frameworks. Quality assure support providers, ensuring compliance with the local authority's and CCG's frameworks and CQC standards.

- Key Accountabilities:**
- Support service providers to understand and sign up to the local authority and CCG's service provider frameworks, ensuring they meet registration and quality requirements.
 - Monitor 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.
 - Assess the quality and performance of services through the implementation of quality assurance measures, including the views of people using the services, stakeholders, professionals to ensure high quality service delivery.
 - To work with the CCG to support the commissioning of services within agreed frameworks.
 - Support providers to improve services.
 - Support commissioners to draft and review appropriate service specifications, to meet the care and support needs of vulnerable adults.
 - Oversee the maintenance of an accurate 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 investigation of 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.

Support 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.

- 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 evaluation of tenders, in conjunction with other key stakeholders, in order to make appropriate recommendations to the Commissioner concerning the awarding of contracts and negotiation of fees.
- Facilitate provider and user meetings to include the production of relevant material as agreed with the relevant Commissioner.
- Support business planning including management of commercially sensitive provider information.
- Support commissioning service with service specification and procurement process as required.
- Working as part of an integrated Commissioning Team with the CCG.
- Support the commissioning of individual complex packages through working with practitioners and providers using cost modelling systems to develop effective support plans with appropriate outcomes.
- Support providers with developing and managing effective infection prevention and control policies and procedures.
- Support providers with developing and managing Business Continuity Plans and Risk Assessments.
- Undertake evaluation and review of whole sector commissioning arrangements to feed into Business Plans and development opportunities.
- 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 Clinical Commissioning Group 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.
- Work collaboratively with all stakeholders to identify gaps in the market, and to use this information to work with commissioners on continually improving and developing support services.
- 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:

- Have considerable experience of working within the 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.
- Experienced in supporting improvements in quality and performance.
- Experience of ensuring contract compliance and quality assurance methodologies
- Experience and/or understanding of the support needed to work and support vulnerable adults.

Skills and Abilities:

- Ability to keep up-to-date with new and relevant legislation.
- Able to support business planning.
- Ability to communicate effectively verbally and in writing.
- Team working skills.
- Good numeracy skills
- Ability to use, and learn use of, IT systems.
- Ability to quickly assimilate SBC policies and procedures surrounding the contracting process and to understand the pressures of purchasing.
- Able to use own initiative, think laterally and to take a problem-solving approach to support the purchasing of services.
- Able to investigate and resolve service user complaints and extract learning opportunities.
- Able to analyse complex data and produce management information, reports and make recommendations.
- Able to support providers to identify and understand changes in social care and health practice.
- Able working with providers to transform their services in line with changes in social care and health practice.
- Able to analyse data and produce management information reports.

- To be able to appropriately represent SBC in a professional manner during meetings and other events.
- To be agile, resilient and be able to adapt to change when required.

Contacts and Relationships:

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

Creativity & Innovation:

- Able to demonstrate practical experience of Change Management.
- Experience of developing radical solutions to problems, including initiation of strategic savings strategies, supplier rationalisation, supplier partnering, and supplier/contract management.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: