



## Role Profile

<b>Job Title:</b> Quality Lead – Adult Commissioning	<b>Role Profile Number:</b> PCDH127
<b>Grade:</b> R	<b>Date Prepared:</b> April 2022
<b>Directorate/Group:</b> Adult Social Care	<b>Reporting to:</b> Head of Service Integrated Commissioning
<b>Structure Chart attached:</b> Yes	No

### Job Purpose

Adult Social Care is person centered and focuses on individuals' strengths to support them to take control of improving their own health, resilience and wellbeing. We want to maximise people's independence so that individuals can achieve their goals and aspirations and live life to the fullest. We work creatively with individuals, local communities and our partners, empowering them to deliver the best possible outcomes for people. Our work is solution focused, ensuring that those who most need support receive it and that we can continue supporting people in the future.

To have strategic responsibility for the improvement of internal and commissioned adult social care services:

- To lead and direct the operational functions within the Quality Assurance Team, including the development and implementation of quality assurance processes and activity.
- The post holder will champion and direct staff to engage and implement Adult Social Care values, vision and strategy to support people to have the best life and to safeguard them from harm.
- The remit of this role covers the quality assurance process of contracted and internally delivered services. The post holder will lead on the development and delivery of contract quality assurance checks, auditing and quality assurance.
- The post holder will lead on matters of quality, safety and regulatory breaches on behalf the local authority and its commissioning partners, working with providers to ensure they deliver in accordance with the contract and regulatory framework and identifying and taking the appropriate action for breaches.
- Leads on ensuring contracted services deliver against clear outcomes and that service outputs help people to achieve their individual goals and aspirations and that people who use services are safe and

free from harm. Work closely with industry regulators and partner agencies to maintain significant market oversight and provider sustainability.

- Lead on market intervention, alongside the Contracts and Commissioning Support Lead, where contracted providers are identified as under-performing, non-compliant or below the required quality levels. Intervening proportionately to the risk, formulating service improvement plans, remedial action plans and where necessary and appropriate leading, in partnership with commissioning, colleagues and relevant partner agencies, on the decommissioning of services.
- Lead on market engagement and provider collaboration to ensure good practice is developed, sustained and shared across provider networks.
- Be the relationship manager with the Care Quality Commission (CQC) to ensure that both regulatory and internal Quality Assurance requirements are understood and met.
- Work with providers to improve their CQC rating, aiming to have all providers achieve, as a minimum, a consistent rating of Good in accordance with the regulatory framework
- Takes a lead role in staff management making sure of the adoption of council policies and procedures. Making sure that staff supervisions and PDPs are used to develop individuals/team in both none/professional capacities.
- Promotes and establishes partnerships that are coordinated, integrated and trusted by people who use services. Works with co-production principles to secure people's participation and engagement in planning activities associated with quality assurance.
- Ensures that the voices of people and their families are central to the quality assurance processes and are monitored for impact on the quality of services provided.
- Verifies business continuity plans, risks (escalation and de-escalation and reports concerns to the Head of Service Integrated Commissioning).
- Provides strong oversight of internal and commissioned services provider quality and compliance. Ensures actions for continuous improvement including identification of gaps in knowledge, skills and provision to ensure the providers have a plan for managing service strengths and weaknesses.
- Overall, ensures that commissioned services adhere to expected quality standards in the type and level of provision and works with partners in health, public health and children's services, wherever appropriate, and beneficial to the delivery of outcomes.

## **Key Accountabilities**

- Use market intelligence, reporting information and multiple data sources to understand current market quality, capacity and any issues with contract delivery. Holds responsibility for market quality oversight of services funded by public monies and influencing of indirectly funded markets.
- Contributes to the overarching strategy and vision on Adult Social Care and supports the implementation of the new policy and initiatives in relation to quality, including 'People at the Heart of Care'.
- Has an active role in the wider commissioning team and supports the successful delivery of key initiatives and new ways of working e.g. integrated commissioning and contract management, community led commissioning, evidencing outcomes and holding providers to account on service delivery. Working particularly closely with Contracts and Commissioning Support Lead to triangulate performance and contract compliance.
- Design, develop and continually review the quality assurance tools and processes used by the Local Authority and partners in carrying out contractual compliance checks and quality audits. Makes best use of community assets and resources to implement additional quality and performance processes that add value and reduce cost over the long term.
- Develops and maintains strong working relationships with colleagues across the Local Authority, BSW CCG, safeguarding and social care teams and other agencies, to ensure services are meeting excellent quality standards.
- Understands the importance of co-production in the design and implementation of commissioned services. Develops and implements methods of defining and measuring quality and making sure these are reflected in the quality and performance frameworks. Ensures that services are fully compliant with relevant Care Quality Commission standards.
- Makes sure that legislation i.e. Mental Capacity Act 2005, Care Act 2014, Human Rights Act 1998 is highlighted as suitable in all contracts and that they reflect the need for these pieces of legislation to be complied with. Keeps abreast of new legislation, Government policy, best practice and of external factors relevant to the development of health and social care services. Interpret policy, guidance and legislation and ensure providers adhere and embed into their practice and continuous improvement.
- Facilitates timely, effective and responsive engagement with providers to ensure relationships are effective in developing and sustaining the market. Takes decisive action when required to intervene with the market as a result of safety, quality, compliance or emergency responses.
- Works actively with the Safeguarding team and manager to ensure that the quality team respond at pace to quality issues and report back accordingly.

- Manages the collection, collation and analysis of performance data on commissioned services to produce accurate, informative and timely quality and performance reports. Formulates the completion and validation of quality audits and any themed audits. Feeds intelligence of performance and quality data back into Commissioning, Brokerage, Contracts and Commissioning Support, CQC and other partner agencies.
- Facilitates timely recruitment of new staff and manages the development and support of staff to retain a competent and confident workforce. Monitors attendance and performance ensuring that regular quality supervision takes place. Makes sure that council policies are understood and implemented fairly and consistently.
- Leads on monitoring complaints on poor quality care and coordinating timely and appropriate actions to resolve concerns/issues.
- Prepares and supports the team for internal/external audits/peer reviews. Makes sure that standards are maintained and continuous improvement is identified and actioned.
- Demonstrates high visible engagement with staff including providing coaching, informal/formal discussion to create a learning environment that supports self-awareness, development and continuous improvement in team dynamics and delivery of services/functions.
- Prepares and presents team activity and key performance indicators including monitoring and escalating risks, exploring potential solutions, completing investigations and reporting detailed analysis and learning to evidence improvement and or achievement of agreed targets/performance measures.
- Models and directs the team including identifying and mitigating risks, identifying priorities, deploying resources and working collaboratively across Adult Social Care.
- Engage and encourage partnerships, and the creation of formal and informal networks to support development of staff/team.
- Provide expert advice and support to enable staff/team to develop new ways of working and translate legislation, guidance, policies and procedures into sound and confident practice.
- To support and contribute to the workforce training programme in both its formal and informal approaches.
- Protect the safety and welfare of adults with needs, families and their carers, within the 'making safeguarding personal' principles. Recognises the risk and indicators of different forms of abuse and neglect to demonstrate an outcome focused, person centered approach to safeguarding practice.

- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

### **Supplementary Accountabilities**

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of the Council are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Council.

### **Skills & Experience**

- Experience of delivering, monitoring and planning services at an operational level.
- Experience of delivering and or working with care providers in developing and improving services.
- Experience of successfully managing activity and performance targets internally and with external providers.
- Ability to build and maintain effective teams.
- Experience and understanding of planning and project management.
- Experience of securing people participation in the design, development and monitoring of services.
- Senior level experience of managing service delivery in a Social Care, Housing or Health environment including managing large, high value contracts, performance monitoring and enforcement, in the public , private , voluntary or charitable sector
- Experience of working in a multi-agency environment and partnership working.
- Motivation to work in the public sector, specifically with adults with needs.
- Able to challenge constructively, to design and introduce improvements and to manage change in the care provider market.
- Able to manage and lead a team effectively in a challenging environment.
- Ability to identify and implement service improvements and innovations.
- Ability to synthesise and prioritise complex and potentially conflicting demands, understand and absorb information and resolve problems. Require highly developed co-ordination, time management and prioritisation skills to enable the post holder to achieve plans and objectives in a timely organised manner.
- Ability to analyse problems, situations and information, think laterally and present innovative and feasible solutions.
- Proven ability to interpret complex legislation across a variety of policy areas and communicate these to diverse audiences.
- Good understanding of the cultures, agendas and strategies and priorities of partner agencies in order to maximise their contribution in the light of conflicting demands.

## **Knowledge**

- Knowledge of the local public service landscape and an understanding of health and social care at a local level.
- To protect the safety and welfare of vulnerable adults, families and their carers, within the 'Making Safeguarding Personal' principles. Recognise risk indicators of different forms of abuse and neglect.
- Able to drive change in a rapidly changing environment to deliver a performance based culture.
- Understand how government policy/legislation impacts on council strategy and services.
- Ability to analyse and solve problems with an appreciation of possible longer-term implications.
- Uses knowledge of the service to be able to make decisions on requirements of the service and its development.
- Expert knowledge of the guidance and procedures of the Care Quality Commission.
- In depth understanding of commissioned services in the care services market.
- Well-developed knowledge of Person Centered Practice and Outcome based performance.

## **Qualifications**

### **Essential**

- Degree or equivalent level of experience.

### **Desirable**

- Evidence of continuing professional development and/or membership of professional body.
- Contract Management Qualification.

## **Interpersonal and Communication Skills**

### **Verbal**

- Ability to build and manage effective relationships with stakeholders.
- Strong analytical skills with the ability to process complex information and explain/present the information.
- High level of communication and interpersonal skills across complex contract arrangements.
- Strong ability to develop strategic positions with partners from a wide range of complex agencies.

### **Written**

- Ability to write structured and concise reports.
- Ability to write a range of complex reports to inform decision making at a strategic and operational level.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>Quality improvement lead across provider market</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>Close working and collaboration with contracts monitoring and commissioning support team and commissioners, providers, safeguarding team, partners</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility:</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Line management of quality Team</p> <p>None</p>
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**Contacts and Relationships**

- The post holder will have working relationships with the Adult Commissioning Team, including community commissioners, contract monitoring and commissioning support lead, brokerage manager, as well as with wider adult social care teams including the Adult Safeguarding Team and wider partners and stakeholders.
- The post holder will work with all providers within the Adult Social Caremarket who are regulated and non-regulated providers.

**Other Key Features of the role**

- The post holder will be expected to be out of the office environment on a regular basis to engage with provider services.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	