



## Role Profile

<b>Job Title:</b> Quality Officer – Adult Commissioning	<b>Role Profile Number:</b> PCDN102
<b>Grade:</b> N	<b>Date Prepared:</b> April 2022
<b>Directorate/Group:</b> Adult Social Care	<b>Reporting to:</b> Quality Lead – Adult 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.

The post will contribute to the development and delivery of commissioning, contracts and brokerage teams. Assist with the measuring of quality and contract compliance by having a positive and productive engagement with providers and people who use services. Participate in the process for standardising quality standards including developing and delivering key performance indicators and monitoring, challenging and assuring commissioning that contracted providers are achieving agreed outcomes/outputs. Provide timely responses to areas of concern to enable early intervention and prevention work to be undertaken before people who use services experience significant decline in standards and peer care. Post holder will build relationships with providers and co-produce quality monitoring tools and systems to ensure improvements to services are constantly reviewed and validated.

Contribute and participate in maintaining market oversight, informing commissioners of how well the market is functioning, identifying and mitigating risks and supplying information that will promote market stability and growth in areas where there are gaps in service.

Supports the development and monitoring of information, e.g. connect to support, direct payments and or individual service funds contributing to procurement and audit processes.

To influence overall delivering of service providers, ensuring they deliver high standards, quality services and in particular responding appropriately to key pieces of legislation e.g. mental capacity act, care act, human rights legislation.

Post holder will monitor complaints and concerns where legislation is not adhered to and take swift administration action to rectify.

### **Key Accountabilities**

- Through close working with the Safeguarding Team protect the safety and welfare of adults with needs, families and their carers, within the 'making safeguarding personal' principles. Recognise risk indicators of different forms of abuse and neglect. Demonstrate an outcome focused, person centered approach to safeguarding practice. Through formal supervision escalate complex cases management for progression to appropriate allocation.
- Audit, assess and monitor quality of services commissioned for younger people and adults to improve the quality of service and to alert commissioners to any such standards that are in breach of both contract and service specification.
- To work with providers and people who use services commissioned for younger people and adults to improve the quality of services and to act on any such standards that are in breach of both contract and service specification.
- Draw and report on significant wide range of data/ information/performance data sets, JSNA, and regional benchmarking information, when presenting providers performance. This will also include a wide range of engagement and consultation with providers, carers, family members, volunteers, professional statements who have an invested interest, the Care Quality Commission and wider statutory agencies such as food standards agency, trading standards, public health and safeguarding adult's team.
- To participate in research as allocated by commissioning that supports the design of contract and specification.
- Complete and present provider's written improvement action plans, which establishes clear timelines for improvement, and in ensuring that formal communications support any relevant breaches in contract.
- Provide clear risk assessment reports that details a providers continued failure to address standards of service, seeking authorisation from commissioning to suspend services, based on risk to customers being unacceptable.
- Retain daily provider records regarding key communications within each providers risk register, raising alerts as appropriate.

- Participate with lead commissioner in relevant accreditations and tenders, so to better inform quality and contract monitoring functions.
- Promote customer / volunteers and carers' involvement in performance and quality evaluation process, establishing focus groups, interviewing customers and staff and service providers to ensure customer satisfaction/service improvement.
- Work with Contracts and Commissioners in response to quality submissions from providers in line with the Quality Standards Framework.
- Work to develop and improve with lead commissioner relevant sector quality assurance frameworks and audit tools.
- Participate in provider's engagement events presenting customers consultation outcomes and in supporting commissioners to develop market place through market shaping events.
- Present quality and performance information that better informs improved contract management and service specification.
- To represent the Commissioning Team at meetings with providers, multi agencies or other departments of the council and ensure the effective contribution to the overall service delivery within Swindon and cross authorities.
- Evaluate services to ensure that equality and diversity are fully reflected in the delivery of services both commissioned and directly provided for adults with needs. Under direction investigate concerns and complaints and make recommendations for resolution and improvement. This will include an awareness and understanding of when a referral needs to be made to the Safeguarding Adults Team.
- The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Swindon Borough Council, as your employer and you as an employee of the council. In addition to the Council's overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Council's Corporate H&S policy.

### **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.

### **Knowledge & Experience**

#### **Essential**

- Experience of working in Social Care directly related to the provision of care services

- Experience of reviewing services in the Private and Residential Sector
- Motivation to work with adults with needs
- Ability to form and maintain appropriate relationships and personal boundaries with adults receiving support
- Able to use data bases to gather information and IT skills to produce reports
- Able to create excellent working relationships so as to inspire confidence in the evaluations given to external, internal providers
- The ability to negotiate with staff at all levels of service, external agencies and government regulators
- A knowledge and commitment to safeguarding and promoting the welfare of adults with needs
- Expert knowledge and understanding of the National Minimum Standards as directed by the Care Quality Commission
- Professional knowledge acquired by relevant experience in social care delivery
- In depth knowledge of national priorities and legislative requirements in the standards of care delivery

#### Desirable

- Presenting quality assessment outcomes in a balanced way, with judgments and decisions being based on evidence and in a way that that promotes the understanding and co-operation of the regulated service and people using the service
- Experience of using a range of auditing methods, Quality Assurance systems and customer satisfaction techniques in measuring quality
- Achieving compliance through explanation and negotiation, by explaining any deficits and the importance of corrective action and the implications of not taking action
- Negotiation and facilitation skills

#### Qualifications

- GCSE or above in Math's and English or equivalent
- Sector relevant qualifications (NVQ in Health & Social Care is desirable)

#### Interpersonal and Communication Skills

- An established ability to make professional, effective working relationships with a range of partners/colleagues and adults with needs
- Communication skills, report writing, balanced judgment and interview techniques. Interpretation of national policy
- Well-developed ability to produce complex reports on the assessment of quality standards within all provider services

#### Creativity and Innovation

- Collaborative working with Commissioning Team members to develop increased performance of providers

<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 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</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>No direct management</p> <p>None</p>
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**Contacts and Relationships**

- The post holder will have working relationships with the Adult Commissioning Team, including commissioners, contract monitoring and commissioning support, brokerage manager and brokers, as well as with wider adult social care teams including the Adult Safeguarding Team
- The post holder will work with all providers within the Adult Social Caremarket who are regulated and not 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 accessing provider services
- The post holder will be visiting establishments and also individual's homes
- The post will involve regular contact with adults with needs and this may at times cause upset to the post holder

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