



<b>Job Title:</b> Contracts and Commissioning Support Officer	<b>Role Profile Number:</b> ENN12
<b>Grade:</b> <b>Salary:</b> N	<b>Date Prepared:</b> Reviewed May 2022
<b>Directorate/Group:</b> Adult Services	<b>Reporting to:</b> Contracts and Commissioning Support Lead
<b>Structure Chart attached:</b>	No

### Job Purpose

Adult Social Care is person centred 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 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 Integrated Care Alliance (ICA).
- Monitor and review service provider performance against the frameworks.
- Collate and analyse quality assurance and performance returns from providers, ensuring compliance with the local authority's and health frameworks and CQC standards.

### Key Accountabilities

- Support service providers to understand and sign up to the local authority and ICA/BSW 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 Collate reports resulting from provider returns.
- Assess the quality and performance of services through the implementation of quality assurance measures, including the voice of people using the services, stakeholders, and professionals to ensure high quality service delivery.

- To work with the health and partners to support the commissioning of services within agreed frameworks.
- Support providers to improve services through close triangulation with the Quality Team.
- Support Community Commissioners to draft and review appropriate service specifications, to meet the care and support needs of adults in need.
- Support the development of community led commissioning in each of the four geographical communities of Swindon aligned to the Community Commissioner. The post holder will be designated a community in which to support the development of co-production and community based assets.
- 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, termination or intervention 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 Community Commissioner concerning the awarding of contracts and negotiation of fees.
- Facilitate provider and people/families meetings to include the production of relevant material as agreed with the relevant Community Commissioner.
- Support business planning including management of commercially sensitive provider information.
- Support the Community Commissioners with service specification and procurement process as required.
- Working as part of an integrated Commissioning Team with the ICA/BSW 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 Community 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 ICA/BSW CCG are adequately met.
- To support the ongoing development of a cost efficient and flexible market place for providing support to adults with needs 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 including provider returns. Using this data work with Community 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.

### **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**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- 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 and performance assurance methodologies
- Experience and/or understanding of the support needed to work and support adults with needs.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	Yes/No
<p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• None however the role is dependent on the relationships and influence with all of the adult social care market providers</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Contributes to full delivery of performance monitoring and all associated contractual functions.</li> </ul>	Budget: None	

**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.
- 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.

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