



## Role Profile

<b>Job Title:</b> Contracts and Monitoring Officer	<b>Grade/ Level:</b> N	<b>Post Number:</b> SO00044v2
<b>Directorate:</b> Adult Services	<b>Job Family:</b> Adults	<b>Date Prepared:</b> November 2019

**Role reports to (Job Title):** Commissioner (TBC)

**Job Purpose:**  
To negotiate and 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 contractual and specification terms, in order to ensure that the Directorate receives a cost-effective service and addresses service / standard shortfalls with provider management.
- Assess the quality of services for Directorate's, external suppliers, through the implementation of a variety of quality assurance measures, including the views of people using the services, and their social care workers and visits to establishments, to ensure equity and probity in the awarding and continuation of contracts.
- To work within the CCG to support the generation of contracts in line with the commissioning of services within agreed frameworks.
- Support providers to improve services where required following a CQC inspection
- Support commissioners to draft and review appropriate service specifications, to ensure that the needs of the Directorate are adequately met.
- 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 Adult service to investigate complaints , in liaison with the appropriate agency, visiting the sites concerned, assessing risks and identifying improvements in the form of an agreed Action Plan, in order to make informed recommendations concerning the continuation, suspension or termination of the contract concerned, in line with Directorate Adult Protection and complaints procedures
- Support the Deprivation of Liberties (DoLS) Team to ensure services users subject to DoLS are supported and managed in line with the DoLS conditions. Work with providers and Dols team to ensure and investigate DoLS conditions are met to the required standard.
- Monitor volume and activity of contracts concerning the number of daycare places, domiciliary contracts etc, 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 negotiate fees.
- Facilitate provider and user workshops and forums to include the production of relevant material as agreed with the relevant Commissioner. These forums will also be the arena for delivering key messages to stakeholders.
- Support enforcement of DoLS team
- 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 Directorate – direct links with Swindon CCG

#### **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, or health or third sector
- An awareness of the main legislative framework within which adult services and Continuing Healthcare is provided
- A good understanding of how social care and health services are provided
- Experienced in supporting provider to improve quality and performance
- Experience of ensuring contract compliance and quality assurance methodologies
- Knowledge of DoLs Mental Capacity Act and how this impacts on service provision
- Experience of working with vulnerable adults

- Good understanding of social care contracting and quality assurance systems

### **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 and use of word processor and database IT
- Ability to quickly assimilate SBC and SPCT policies and procedures surrounding the contracting process and to understand the pressures of purchasing
- Able to use own initiative and 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 the learning
- Able to analyse complex data and produce management information, reports and make recommendations as to if we continue to use
- 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 use IT systems to analyse data and produce management information reports

### **Contacts and Relationships:**

- Ability to motivate and influence, and gain sign on to initiatives and targets.
- Involvement in multi-organisational forums aimed at promoting development of profession practices, tools and techniques.
- Highly developed inter-personal and motivational skills.
- Able to build and maintain complex relationships with multiple providers and stakeholders

### **Creativity & Innovation:**

- Able to demonstrate practical experience of Change Management including direct involvement in working with senior cross-functional internal stakeholders
- Experience of developing radical solutions to problems, including initiation of strategic savings

strategies, supplier rationalisation, supplier partnering, and supplier/contract management.

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

#### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

#### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

#### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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: