

Job Description

For Non-Streamlined Safeguarded Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Quality Assurance Officer	JEID	L0441
Salary Grade:	Grade N		
Team:	Contract Management and Quality Assurance		
Service Area:	Commissioning Support Unit		
Primary Location:	Saltisford Office Park		
Political Restriction	This position not politically restricted.		
Responsible to:	Contract Management and Quality Assurance Delivery Lead		
Responsible for:			

Role Purpose

Ensure services commissioned are safe, cost effective, good quality and lead to the desired outcomes.

Deliver this through the quality assurance of the commissioned services in line with See, Hear, Act - the quality assurance strategy for People Directorate

To liaise directly with customers in their service environments to understand their lived experiences, service satisfaction and facilitation of the outcomes they wish to achieve as a key indication of quality in care/support.

To develop a strong, diverse quality market that will respond to the expressed needs of customers, families and carers and to actively intercede to shape those markets in partnership with all stakeholders using evidence based approaches.

To develop and sustain robust partnerships with key stakeholders; in particular health providers and commissioners, housing and private, independent, community and voluntary providers and

colleagues within the Council to assure the quality of commissioned services.

Role Responsibilities

For a defined portfolio, lead on quality assurance activity in line with See, Hear, Act.

Ensure the delivery of quality commissioned services in line with the agreed specifications and relevant contract terms and conditions.

Ensure the customer voice is at the centre of quality assurance activity, through announced and unannounced visits, proactively contacting customers for feedback, customer engagement events and responding to received customer feedback.

Work with partners to ensure that all information about a commissioned service is collated, analysed, interpreted and reported to enable timely and effective monitoring.

Work with providers to increase quality through developing and monitoring SMARTER improvement plans and by supporting them to engage with additional support offered by the Council, partners and external bodies.

Actively matrix manage Quality and Contract Monitoring Officer's, in line with WCC policies and procedures, to ensure appropriate deployment of resources to assure the quality of commissioned services.

Make recommendations and proposals relating to possible contract revisions, defaults and terminations; ensuring appropriate and timely legal advice is sought and taken into consideration.

Ensure all reporting and recording requirements are met in a timely way.

Actively use a risk management approach to ensure appropriate deployment of resources across a complex and diverse market.

Escalate risks in line with agreed frameworks, particularly where interventions are not securing the required improvements.

Provide support throughout the life of a contract (including in the planning stages) to ensure appropriate exit strategies are in place and actively support, when required, the exit process. This may include direct contact with customers, families and providers.

Where appropriate, to work within partnership arrangements on the contract management and quality assurance of suppliers.

To feedback activity, actions and recommendations to appropriate commissioning leads to ensure that intelligence feeds into the commissioning cycle and supports commissioning actions and intentions. To feedback activity, actions and recommendations to operational teams and safeguarding to inform case, practice and performance management.

Any other duties commensurate with the role

Follow all Council policies and procedures as required by the role.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Assessed By:

Essential Criteria

Professional qualification in social care, nursing, occupational therapy or the management/assurance of social care/support services. Or Professional management qualification with significant experience within the social care sector.	A
A minimum of 5 years' experience working operationally in a social care, health or education environment at a senior level.	A
Significant experience of effective partnership working with internal and external stakeholders to deliver identified outcomes	A,I
Experience of identifying and interpreting national guidance and or local policy relating to clinical care, customer/patient safety and/or quality and ability to use professional and clinical initiative to decide relevant actions, make recommendations and escalate concerns as appropriate.	I,P
Ability to provide and receive highly complex, sensitive or contentious information with the ability to triangulate information from a range of sources in order to determine an overall picture of service quality	P
Ability to demonstrate effective influencing and negotiation skills including in challenging environments where facts alone cannot determine the answer and the required outcome might be contentious to some parties.	I,P
Ability to organise and manage a high number of conflicting work priorities.	A, I

Experience, skills and confidence in observing, identifying and resolving performance issues and poor outcomes, including the ability to initiate and manage challenging conversations with senior leaders and managers within the health and social care sector.	A,I
Ability to communicate effectively and confidently with a range of stakeholders verbally and in writing, including customers and providers. Highly developed IT skills.	I, P
Effective problem solving skills and the ability to respond to sudden unexpected demand	A, I

Assessed By:

Desirable Criteria

Knowledge of the role and function of information in supporting the commissioning and quality assurance process, with the ability to effectively analyse and interpret data and information to inform decision making and action.	A
Knowledge and skills in market management.	A
Knowledge and skills in wider commissioning activities	A
Knowledge and skills in effective change management	A

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential

and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	x Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
x Lone working on a regular basis	☐ Restricted postural change – prolonged standing
x Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
x Significant use of computers (display screen equipment)	x Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	x Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
x Potential exposure to blood or bodily fluids	x Face-to-face contact with members of the public
☐ Other (please specify):	