

Job Description

For Non-Streamlined 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 and Contract Monitoring Officer	JEID	J0233
Salary Grade:	Grade K		
Team:	Contract Management and Quality Assurance		
Service Area:	Commissioning Support Unit		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Contract Management and Quality Assurance Delivery Lead		
Responsible for:	N/A		

Role Purpose

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

Deliver this through supporting the delivery of See, Hear Act (the quality assurance strategy for People Directorate) and the Council's Contract Management Framework.

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.

Monitor contract and quality data to support the delivery of a strong, diverse quality market that will respond to the expressed needs of customers, families and carers.

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 and contract management of commissioned services.

Role Responsibilities

For a defined portfolio, support the delivery of contract management and quality assurance activity in line with See, Hear, Act and the contract management framework.

Monitor data to identify emerging poor performance in quality and/or delivery of contract benefits and requirements.

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

Collate, analyse, interpret and report on information about commissioned services to enable timely and effective monitoring for both contract management and quality assurance purposes.

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

Support Quality Assurance Officers and Contract Management Officers in their roles.

Support those responsible for commissioning with work as agreed with the Contract Management and Quality Assurance Delivery Lead.

Provide evidence to support the making of recommendations and proposals relating to possible contract revisions, defaults and terminations.

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

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

Operate within agreed risk levels and as directed by Quality Assurance Officers and/or Contract Management Officers to ensure effort is appropriately focussed across a complex market.

Escalate risks in line with agreed frameworks, particularly where interventions are not securing the required improvements in either quality or contract requirements.

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).

Essential Criteria

Assessed By:

Level 3 qualification or above (including professional qualifications) in social care, public health occupational therapy, nursing, social work or the management/assurance of social care/public health services and 3+years working in social care, health or social care sector. OR Minimum 5 years experience working in a social care, health or social care sector at a supervisory level. OR Minimum 5 years contract monitoring or management experience in the social care or health sectors.	A, I
Experience of effective partnership working with internal and external stakeholders to deliver identified outcomes	A, I
Experience of implementing national and/or local policy relating to clinical care, customer safety, quality improvement and/or contract management.	A, I
Ability to provide and receive complex information and the ability to analyse and triangulate information to determine the overall picture of service quality.	A, I, T
Effective persuasion and influencing skills.	A, I
Ability to organise and manage a 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 manage challenging conversations with others.	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.	A, I
Effective problem solving skills and the ability to respond to sudden unexpected demand	A, T

Desirable Criteria

Assessed By:

Professional qualification in social care, social work, nursing, occupational therapy or the management/assurance of social care/support services.	A, D
Experience of supporting change	A
Knowledge of commissioning activities	A, I, T

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.

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

<input checked="checked" type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	