

Job description

Job title: Quality Assurance & Contract Monitoring Officer /Senior Quality Assurance & Contract Monitoring Officer

Grade: Dorset Grade 10/BAR/Grade 11

Job evaluation reference: HS447ab

Job family: Health and Social Care

Purpose and impact

1. To report to the Quality Assurance & Contract Monitoring Manager and to take a lead role in the monitoring of contractual arrangements with independent providers of community care services.
2. To assist in undertaking specific projects in relation to the Directorate's provider services, organise and undertake a programme of contract monitoring activity including monitoring visits to regulated and non-regulated contract providers to ensure quality of care and support services.

Key responsibilities

3. To have management oversight and contract management arrangements in place for a specific portfolio of local authority commissioned providers delivering care and support services to individuals on behalf of Dorset Council.
4. To operate a risk-based contract management programme that incorporates quality assurance monitoring, collation and analysis of data submissions including Key Performance Indicators, CQC inspections and outcomes, safeguarding and quality concerns, leading contract management review meetings and leading on provider failure situations.
5. To advise on care and support issues following a monitoring visit, liaising with the Care Quality Commission, Safeguarding, police and health colleagues as well as operational staff and providers.
6. To organise and undertake monitoring visits to care homes, domiciliary and supported lodgings providers. Identify any areas of poor quality, work with commissioners and service managers to address these and recommend where services may need to be re-commissioned or other action taken.
7. Undertake service user observation visits and complete appropriate summaries. Seek feedback from service users through a programme of visits, to reflect service user experiences.
8. To advise independent providers and purchasing staff on matters relating to contract monitoring procedures.
9. To deal with complaints/concerns relating specifically to contracted providers.
10. To support all of the commissioning areas of the Council in the provision of advice relating to contract monitoring of providers, develop and maintain a good understanding of the needs of the market and keep up-to-date with industry best practice to ensure that contract monitoring adds value to, and complies with, corporate priorities, statutory frameworks and legislation.



11. Liaise with the Care Quality Commission, the Integrated Care Service and other Local Authorities and stakeholders with regard to standards of care delivered by independent sector providers.
12. To assist with projects as required by the Quality Assurance and Contract Monitoring Manager and to provide advice and support for whole home safeguarding reviews.
13. To participate in vulnerable adult enquiries, when required, and to provide written reports for safeguarding planning meetings and conferences.
14. To provide briefings and updates on safeguarding concerns to nominated safeguarding enquirers and for enquiry planning meetings. Provide up to date data on Homes of Concern to inform decision making.
15. Identify concerns or problems relating to the provision of personal care and recommend remedial action to be taken by local staff and monitor action plans by providers within agreed timescales.
16. Provide support, advice and guidance to operational staff and contracted providers in relation to personal care needs of service users in care homes, supported lodgings and domiciliary settings.
17. To assist in undertaking specific projects in relation to the Directorate's provider services and assist in the development of data systems that support contract and financial monitoring.
18. To operate and maintain administrative procedures and methods to support the section's work and enable and encourage providers to generate their own reports/self assessment tools where this is judged to be a more efficient use of resources, making good use of the data reporting tools available.
19. Undertake any other lesser or comparable duties as required.

In addition to the above, Grade 11 postholders will:

20. Assist the contracts and commissioning leads in the development of the Directorate's strategy for monitoring residential care, nursing home care and domiciliary care.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Monitoring Manager

Responsibility for:

Grade 10 post holder: No direct line management responsibility but the post holder is required to support induction and training of new staff including quality assurance of their work as part of induction process and on-going development in the role.

Grade 11 post holder: Line management responsibility for Quality Assurance & Contract Monitoring Officers including the induction and development of new staff to the team

21. Progression to Grade 11 is subject to a vacant post becoming available.

Other factors

22. An Enhanced DBS is required.



23. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of four GCSE's including English and Maths	Application form
2. Computer literate with an understanding of databases	Application form
Experience	
3. Ability to work with others to address issues as a positive and co-operative process between a range of partners	Application form
4. Experience in carrying out Quality Assurance or Contract Monitoring activities	Application form
5. Ability to work proactively with providers to improve standards	Application form
6. Experience of working within health or social care service provision	Application form
7. Experience of producing detailed and accurate written reports	Application form
8. Experience of working within a busy environment with conflicting priorities and challenges	Application form
9. Understanding of risk assessments and how these should be applied	Application form
10. Knowledge of information sharing guidelines	Application form
11. Experience of evidence based practice and outcome focussed initiatives	Application form
12. Grade 11 post: Previous experience of line management of staff	Application form
Knowledge	
13. Knowledge of the Care Act 2014 and regulatory framework for care services	Application form Interview Assessment
14. Background knowledge of CQC regulated services including: nursing, residential and domiciliary care provision	Application form Interview Assessment
15. Knowledge of Vulnerable Adults legislation	Application form Interview Assessment
Skills and abilities	
16. Ability to analyse and interpret data	Interview Assessment
17. Investigative skills	Interview Assessment



18. Strong verbal and written communication skills	Interview Assessment
19. ICT skills	Interview Assessment
20. Ability to manage working time, produce reports electronically and in real time	Interview Assessment
21. Ability to respond and adapt to situations quickly and deal with challenges	Interview Assessment
22. Ability to work independently on own initiative and as part of a team	Interview Assessment
23. An ability to work with and in multi-disciplinary teams including safeguarding adults, commissioning, corporate procurement and operational teams to collaborate with the lead being taken according to the primary focus of work in each situation	Interview Assessment
Our values	
24. Respect	Interview Assessment
25. Together	Interview Assessment
26. Accountability	Interview Assessment
27. Openness	Interview Assessment
28. Curiosity	Interview Assessment
Other	
29. Ability to fulfil the travel requirements of the post	Application form
30. An Enhanced DBS is required	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
31. Evidence of study at 'A' Level or higher standard	Application form
32. Relevant qualification (Health and Social Care, commissioning and contracts) or equivalent relevant experience	Application form
Knowledge	
33. Knowledge of Dorset Council Contract Procedure regulations	Application form Interview Assessment
34. Knowledge of Contract Management or Quality Assurance practices	Application form Interview



	Assessment
35. Knowledge of market shaping and Care Act 2015 requirements	Application form Interview Assessment
Skills and abilities	
36. Training delivery skills	Interview Assessment

Approval

Manager's job title: Head of Quality Assurance, Contracts and Purchasing
Date: September 2023

