Nottinghamshire County Council

Title **Quality and Contracts Officer**	*Department:* **Adult Social Care and Public Health**	***Post Ref.***

Job Purpose
To monitor the quality and performance of commissioned social care services

Key Responsibilities	***Key Accountabilities***
1. To work with a portfolio of contracts, service agreements and other formal arrangements between the Department and providers to ensure the quality and efficiency of services commissioned under these arrangements. 2. To develop, administer, and report on effective quality assurance and contract monitoring systems for the monitoring of social care activities, including customer experiences. 3. To maintain and develop effective partnership working arrangements and communication with service providers 4. To establish, maintain and analyse management information systems on market conditions, quality, volume and standards of service provision etc. and to contribute to the identification and implementation of service user quality assurance feedback systems, including analysis of quantitative and qualitative data 5. To monitor quality and performance in line with contractual expectations and good practice r 6. To contribute to initial problem solving responses to complaints in respect of service provision.	1. For the accuracy of work undertaken and information provided 2. To ensure confidentiality of information in respect of records maintained and tasks undertaken. 3. To ensure the maintenance of effective working relationships 4. To ensure promotion of high quality service delivery 5. To ensure that correct processes are being followed and to report to the appropriate manager so that required actions can be followed up. 6. To work efficiently and effectively and provide cover and support for other team members as necessary

7. To undertake planned quality audits, contract monitoring meetings and other unplanned monitoring activity to social care providers and to provide written reports on findings. 8. To identity and work with poor performing providers; linking with partners to support improvement 9. To identify to gaps in service provision or other market intelligence and contribute to solutions 10. To develop, operate and maintain information systems allied to the monitoring and evaluation function. 11. To steer safeguarding concerns to the correct teams, whilst maintaining and understanding thresholds for safeguarding concerns 12. To liaise with providers, departmental staff and external partners and provide professional advice and guidance as appropriate. 13. To contribute to, lead in, and promote as appropriate, the development of policies, procedures and training programmes to encourage development of good practice.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge	***Personal skills and general competencies***
1. Good literacy and numeracy skills 2. Comprehensive knowledge of:	3. Puts into practice the Council's commitment to excellent customer care.

○ quality assurance and contract monitoring methods and standards for social care ○ The role of the Department in providing and purchasing social care ○ relevant health and social care legislation and practice ○ Inter-agency working	4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 5. Works well with colleagues but also able to work on their own initiative.
Experience 3. Experience of contract monitoring and evaluation activities in health or social care setting 4. Experience of commissioning or provision of health or social care services 5. Experience of managing, or effectively using, management information systems to achieve identified outcomes 6. Experience of working in an inter-agency setting. 7. Direct contact with Service Users/carers re services 8. Experience of producing written reports. 9. Experience of problem solving/complaint resolution 10. Full current driving licence	6. Shares the Council's commitment to providing a safe environment for customers and staff and treating all with respect and consideration 7. Ability to make decision and solve problems to meet operational targets involving devising solutions and prioritising the resources available 8. Ability to meet agreed objectives and delivery targets by the effective use of resources

Role Dimensions

11. Responsible for the development, implementation and review of the Department's Monitoring and Evaluation activities and programme with in-house and independent sector social care providers.

12. Contributing to the identification of local and departmental commissioning requirements and monitoring of services provided against identified standards.

Please attach a structure chart

Date Jan 2020

Tier 7 – Experienced / Professional Staff