



Title Community Partnership Officer	Department Adult Social Care, Health and Public Protection	Post Ref.
Job Purpose To develop and maintain relationships with independent sector providers of community based services and to monitor the quality and delivery of associated services		
Key Responsibilities <ol style="list-style-type: none">1. To administer, and report on effective quality assurance systems for the monitoring of social care activities (including customer experiences).2. To maintain and develop effective partnership working arrangements. To maintain and ensure effective communications between partner agencies.3. To maintain and analyse management information systems on 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 data4. To act as contact point for service users/carers, to manage customer concerns (ensuring providers make appropriate full and initial responses) and to contribute to initial problem solving response to complaints in respect of service provision.5. To monitor levels of activity and performance using an Electronic Monitoring System, as well as through formal engagement with providers, service users and other relevant stakeholders	Key Accountabilities <ol style="list-style-type: none">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 relationships4. To ensure promotion of high quality service delivery5. 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 provide cover and support for other team members as necessary	

<ol style="list-style-type: none"> 6. To negotiate the details of any temporary minor adjustment in service provision including service specification and cost and to complete necessary documentation. 7. To draw attention to gaps in service provision or other problems arising and contribute to solutions. 8. To steer safeguarding concerns to the correct teams – whilst maintaining and understanding department thresholds for safeguarding concerns. 9. To undertake planned and spot check visits to social care providers and to provide written reports on findings. 10. To develop, operate and maintain manual and computerised information systems allied to the monitoring and evaluation function. 11. To contribute to, and promote as appropriate, the development of policies, procedures and training programmes to encourage development of good practice. 	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

<p><i>Person Specification</i></p>	
<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. Good literacy and numeracy skills 2. Comprehensive knowledge of principles and practice of: <ul style="list-style-type: none"> ○ Quality assurance methods and standards for social care and their application ○ The role of Social Services in providing and purchasing social care 	<p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 3. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff 4. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.

Tier 7 – Experienced / Professional Staff

<ul style="list-style-type: none"> ○ The relevance of Health and Safety legislation to social care provision ○ The implications of promoting a contracting culture and a mixed economy of care ○ Inter-agency working 	<ol style="list-style-type: none"> 5. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available 6. Ability to meet agreed objectives and delivery targets by the effective use of resources.
<p>Experience</p> <ol style="list-style-type: none"> 7. Experience of monitoring and evaluation activities in health or social care setting 8. Experience of commissioning or provision of health or social care services 9. Experience of managing, or effectively using, management information systems to achieve identified outcomes 10. Experience of working in an inter-agency setting 11. Direct contact with Service Users/carers re services 12. Experience of producing written reports. 13. Experience of problem solving/complaint resolution 14. Full current driving licence 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 1. Working with market management staff in terms of quality assurance 2. Responsible for providing the Departmental link between the providers of Community Based Services and Service Users. 3. Responsible for resolving day to day issues that arise in these arrangements as well as making minor and temporary adjustments to care packages. 	

Date: June 2019

Tier 7 – Experienced / Professional Staff