

<p>Title Direct Payment Quality Officer</p>	<p>Department Adult Social Care, Health and Public Protection</p>	<p>Post Ref.</p>
<p>Job Purpose</p> <p>To support the processes associated with Nottinghamshire County Council's delivery of Direct Payments and assist with quality development for non-contracted care and support providers.</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. To develop, administer, and report on effective quality assurance systems for the monitoring of social care activities. 2. To contribute to the establishment and maintenance of a database to record information about providers in the market place for services purchased using a Direct Payment. This will include information about the volume, nature and quality of services being provided. 3. To contribute to the development and implementation of service user quality assurance feedback systems, and to analyse the quantitative and qualitative data that is gathered. 4. To support service users and front line staff in the initial set up and on-going use of direct payments. This will include supporting staff, service users and prospective employees with issues relating to self-employment/employment status. 5. To look at provider quality issues and feed into locality team safeguarding investigations where a number of service users with a DP from NCC are affected. 	<p>Key Accountabilities</p> <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 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. 7. To proactively identify and feedback to managers and colleagues opportunities for system improvements to enhance the experience of individuals utilising a direct payment. 	

<ol style="list-style-type: none"> 6. To advise micro providers and PAs on quality standards. 7. To provide regular contract monitoring of Direct Payment Support Services and Pre-paid Debit Card services commissioned by the Council. 8. To contribute to initial problem solving response to complaints in respect of service provision. 9. To participate in and contribute to commissioning activities, including liaising with other staff to assist in the identification of areas of unmet need. 10. To develop, operate and maintain manual and computerised information systems allied to the monitoring and evaluation function. 11. To contribute to the continuing development and negotiation of contract, service agreement specifications, terms and conditions, monitoring and other related processes. 12. To liaise with Independent Sector providers and users, departmental staff, external bodies, registering authorities and individuals 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. 	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

Education and Knowledge

1. Good literacy and numeracy skills.
2. Comprehensive knowledge of principles and practice of:
 - Application of quality assurance methods and standards for social care
 - The role of Social Services on providing and purchasing social care
 - Direct payments, managed budgets and personal health budgets.
 - The relevance of Health and Safety legislation to social care provision
 - The relevance of employment legislation in relation to the use of Direct Payments.
 - The implications of promoting a contracting culture and a mixed economy of care for people using Direct Payments.
 - Inter-agency working

Experience

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.

Personal skills and general competencies

3. Puts into practice the Council's commitment to excellent customer care.
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.
6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.

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| 12. Experience of producing written reports. | |
| 13. Experience of problem solving/complaint resolution. | |
| 14. Full current driving licence. | |

Role Dimensions

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

Please attach a structure chart

31/07/2017