

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Senior Quality Assurance Officer</b>
<b>Directorate &amp; Section/Unit:</b>	<b>DAS – Commissioning Unit Quality Assurance Team</b>
<b>Reporting to:</b>	<b>Quality Assurance Manager</b>
<b>Management responsibility for (Level 1 Manager and above):</b>	<b>Level 1 Manager</b>
<b>Headcount and FTE of staff:</b>	<b>Up to 8 staff</b>

**Salary Grade: PO2**  
**WCC Management Level: Level 1**  
**Number of Direct Reports: 4**

### Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

### Purpose of job:

- To be the main point of contact in the absence of the Quality Assurance Manager, as and when required, in relation to all matters pertaining to quality assurance of contracted services;
- To ensure quality assurance activities, for allocated portfolio, are undertaken in line with risk analyses to ensure the provision of contracted services meets requirements set out in the Council's contracts and specifications, and is in accordance with legislative requirements and relevant national and statutory standards and guidance, in order to provide positive outcomes for users of those services;
- To identify and ensure care quality concerns and compliance issues are followed-up, identifying actions required to mitigate or manage risk and improve service quality and tracking progress to evidence achievement of required improvements;
- To manage provider relationships through all aspects of quality assurance work and support effective partnerships with those providers, professionals and clinicians involved in the services;
- To work in partnership, with relevant individuals and teams, internally and externally, including commissioners, Adult Safeguarding, the regulatory body, CCGs and other statutory agencies, sharing information as appropriate and maintaining up-to-date electronic records;

### Main Activities & Responsibilities:

- To line-manage and provide advice, guidance and support to Quality Assurance Officers within allocated portfolio and the Administrator(s) as per team structure.
- To undertake, and when necessary ensure cover for, the triaging of all information received for allocated portfolio and allocation of risk levels and actions required
- To take the lead on the management of risk matrices to determine schedules for Quality Assurance Officers and ensure that quality assurance processes are undertaken in line with those processes and meet Directorate requirements for allocated portfolio.

- To support Quality Assurance Managers to organise quality assurance visits, including announced and unannounced visits to providers/services premises, observation, interviews, desktop reviews and telephone monitoring, flexibly to meet the requirements of the team;
- Undertaking quality assurance work when necessary due to level of risk or resources, in response to information received and risk analyses;
- To ensure incorporation of feedback from providers, staff, social workers, staff from partner agencies and service users / their families into quality assurance processes so as to inform and improve outcomes through interviews (face-to-face and by telephone), postal surveys and peer reviews;
- To liaise with operational staff about care quality concerns relating to individual service users and providers.
- To analyse data, quality assurance findings and other information to inform quality assurance actions;
- To support Quality Assurance Officers with the production of reports, including the provision of first-line proof-reading, to ensure they meet team standards and of clear action plans for improvement with providers of services in allocated portfolio.
- To communicate and present quality assurance findings, including poor quality and areas of non-compliance, to providers both face-to-face during quality assurance visits and in meetings, and in writing;
- To take immediate action, without liaison with the Quality Assurance Manager if necessary, to ensure safety and remove risk, when unsafe practices or situations are identified
- To bring serious concerns about service provision, including possible breaches of contract or abuse of service users, and recommended actions, to the immediate attention of the Quality Assurance Manager, Commissioners and / or the Council's Adult Safeguarding team as appropriate
- To ensure that required action is outlined in Action Plans and undertaken by providers within appropriate and realistic timescales.
- To reach agreement with providers to ensure concerns are addressed, and required actions taken, in a timely fashion.
- To respond to any challenges with a constructive approach aiming to ensure that service user outcomes are improved.
- To support the work of the Adult Safeguarding Team through the management of care quality concerns indicated as a result of S42 or non-statutory enquiries.
- To work alongside, and present findings to, external agencies to gain further information and make joint decisions.
- To raise issues with providers through appropriate methods (verbally and in writing) within appropriate timescales outlining suggestions and / or requirements for improvements required to ensure services are compliant to contribute towards improving the quality of services and outcomes for service users.
- To contribute toward the ongoing development and expansion of the Councils quality assurance systems, templates, tools and documentation.
- To participate in, and support, when appropriate, meetings and forums held between the Council and provider organisations.
- To use quality assurance information to keep commissioners informed of any trends, issues and service gaps identified during quality assurance which require consideration.

### **Generic Accountabilities:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.

### **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Commercial Team

External: District & County Councils, Government Agencies & Departments including CQC, WRS and HSE, NHS Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Contractors, Service providers and their staff, Statutory and Voluntary Organisations, service users, customers, members of the public, volunteers

**Additional Information:**

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author:

Date:  
Date of grading confirmation:09/03/2021

## PERSON SPECIFICATION

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<b>Directorate &amp; Section/Unit:</b>	<b>DAS – Commissioning Unit Quality Assurance Team</b>
<b>Reporting to:</b>	<b>Quality Assurance Manager</b>
<b>WCC Management Level:</b>	<b>Level 1 Manager</b>

### EXPERIENCE:

It is **essential** that the post holder has:

- Substantial experience of monitoring service provision against contract requirements and / or other legislative / statutory requirements.
- Significant experience of monitoring actions required to achieve contract compliance and of discussing compliance issues with providers.
- Substantial experience of implementing, and working within, procedural frameworks
- Substantial experience of managing confidential and sensitive information
- Considerable experience of using a project management approach to achieve objectives and meet deadlines
- Significant experience of analysing high volumes of complex information to inform decision making and service improvement.
- Significant experience of developing and setting standards and action plans for service improvement.
- Substantial experience of working with a range of provider organisations and their staff, often in challenging circumstances;
- Substantial experience of managing complex / contentious discussions and of making decisions within defined parameters.

It is **desirable** that the post holder has:

- Demonstrable experience of supervising / managing staff
- Significant experience of working in social care or health settings

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Expert knowledge and understanding of commissioning and contracting functions in relation to the provision of a range of health and social care services.
- Expert knowledge of monitoring and contract compliance and of discussing compliance issues with providers
- Specialist knowledge of the tools and techniques of monitoring actions required to achieve contract compliance and of discussing compliance issues with providers.
- Specialist knowledge of implementing, and working within, procedural frameworks
- Detailed knowledge project management principles
- Specialist knowledge of the tools and techniques to analyse high volumes of complex information to inform decision making and service improvement.
- Specialist knowledge of legislative / statutory requirements in relation to service delivery of the post's designated service area including safeguarding and health and safety.
- Detailed knowledge and understanding of, and commitment to, user involvement, equal opportunities and anti-discriminatory and anti-oppressive practices in service provision.

- The ability influence through creative or innovative solutions to problems if the situation is not entirely determined by legislative, statutory or contractual requirements.
- Evidence of being skilled in developing relationships with staff and managers of other organisations, often in challenging situations, in order to ensure that they achieve objectives and changes can be evidenced;
- The ability to face contentious challenges from other organisations in a professional manner, maintaining relationships throughout and providing all necessary written evidence to support actions required;
- Proven ability to produce and develop reports and other documents which are clear, concise and fit for purpose
- Proven Information Technology skills in utilising Microsoft Office packages (Word, Excel, Outlook) for the purposes of report writing and maintaining / developing spreadsheets of large volumes of data
- Proven ability to communicate with service users, partners and provider staff using tact and diplomacy and to deal appropriately with confidential matters.

It is **desirable** that the post holder has:

- Specialist technical knowledge of the contracting process including legislative and financial requirements, contract compliance mechanisms and the use of different types of contract arrangements.

#### **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- A level 6 qualification (e.g. degree in a relevant subject) or has equivalent experience in a contract / commissioning related discipline.
- Evidence of continued professional development

#### **ADDITIONAL INFORMATION:**

It is **essential** that the post holder has:

- A commitment to equal opportunities, anti discriminatory and anti-oppressive practice.
- A commitment to training and professional development.
- The ability to travel throughout the county.
- The ability to work flexibly, responding promptly to reasonable requests to meet requirements and deadlines whilst managing potentially conflicting priorities in a professional manner

#### **MANAGEMENT LEADERSHIP COMPETENCES**

*To be assessed at interview / Assessment Centre Stage only*

It is **essential** that the post holder is able to demonstrate the Management Leadership Competencies required of a Level 1 Manager. Please refer to the attached Management Leadership Competences (MLC) information.

Author:

Date: