

JOB DESCRIPTION

Job Title:	Quality Assurance and Compliance Officer
Directorate & Section/Unit:	DAS – Quality Assurance Team, Commissioning Unit
Reporting to:	Senior Quality Assurance Officer
Management Responsibility for:	No staff directly supervised
Salary Grade:	PO1
WCC Management Level:	Front Line

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 undertake quality assurance activities 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 follow-up on care quality concerns and compliance issues in relation to contracted services 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 the regulatory body. CCGs and other statutory agencies;
- To support Commissioning, Adult Safeguarding and Quality Assurance Managers by sharing information and maintaining up to date electronic records;

Main Activities & Responsibilities:

Customer Needs and requirements:

- To ensure incorporation of feedback from providers, staff, 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 observe service provision and ensure findings are incorporated into quality assurance process outcomes
- To ensure that quality assurance processes, reports and action plans, take full account of concerns, complaints, compliments and feedback from service users and / or their representatives, from social work and reviewing staff and from partner agencies as appropriate
- To liaise with operational staff about care quality concerns relating to individual service users and providers.

Negotiation skills:

- To communicate and present quality assurance findings, including poor quality and areas of non-compliance, to providers both face-to-face during a quality assurance visit, and in writing;
- 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.

Quality Assurance:

- To be aware of information and status of all services in portfolio as summarised in the team's risk matrix and contribute to discussions about status and actions to be taken according to the level of risk presented;
- To manage and organise quality assurance visits flexibly to meet the requests of Quality Assurance Development Managers in response to information received and risk matrices;
- To analyse data, quality assurance findings and other information to inform quality assurance actions;
- To undertake quality assurance visits including announced and unannounced visits to providers/services premises, interviews, desktop reviews and telephone monitoring;
- Prepare and issue reports which accurately reflect quality assurance findings and assess and prioritise the outcome impact of those findings, identifying any issues to be addressed by provider organisations together with the action required and appropriate timescales.
- To take immediate action, without liaison with the Quality Assurance Development Managers 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 Quality Assurance Development Managers, Commissioning Managers 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 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 such as CQC, CCG and HWFRS 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 support the Quality Assurance Development Managers by providing "duty cover" for the care quality inbox when required, making judgements of risk levels and impact as necessary, and actions to be taken by portfolio holder;

Supplier and Contract Management:

- To participate in, and support, when appropriate, meetings and forums held between the Council and provider organisations;
- To use quality assurance information to keep Commissioning Managers 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 Equal Opportunities Policy
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Bureau (CRB) check (as defined by the Police Act).

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: Heads of Service, Senior Managers, Management Teams, Managers & Staff in DAS and other Directorates if required, Project Staff, Commercial Team (CoaCH)

External: District & County Councils (including Commissioning / Quality Assurance / Operational staff from other Councils and non-Worcestershire CCGs who fund service users at a service where quality concerns are being managed), Healthcare Professionals, Suppliers, Contractors, Service providers, Regulators, Statutory and Voluntary Organisations, service users, clients, customers

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: Julia Chesterman

Date: May 2018
Grading Confirmation 14/06/2018

PERSON SPECIFICATION

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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:

- Significant experience of working in social care or health settings

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Detailed knowledge and understanding of commissioning and contracting functions in relation to the provision of a range of health and social care services.
- Significant knowledge and understanding of, and commitment to, the principles of ensuring the quality of service provision;
- Significant record of success in managing and achieving sustainable change and improvements, sometimes in challenging circumstances, with the ability to translate legislative / contractual requirements into working practice;
- Evidence of substantial skill to develop 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;
- Evidence of substantial ability to influence staff and managers of organisations to implement changes required;

- Evidence of substantial 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;
- Detailed knowledge and understanding of, and commitment to, user involvement, equal opportunities and anti-discriminatory and anti-oppressive practices in service provision.
- Specialist knowledge of legislative / statutory requirements in relation to service delivery of the post's designated service area including safeguarding and health and safety.
- Substantial ability to influence through creative or innovative solutions to problems if the situation is not entirely determined by legislative, statutory or contractual requirements;
- 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 / negotiate with a wide range of customers and partners
- Proven ability to communicate with service users and provider staff using tact and diplomacy and to deal appropriately with confidential matters.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- Has a degree in a relevant subject or has equivalent experience in a contract / commissioning related discipline.

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

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