

Job Title: Provider Improvement Officer

Grade: 8

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Quality Assurance Team - Care Commissioning

Quality Assurance is responsible for embedding processes to deliver continuous improvement across services and better outcomes for people. This involves undertaking a variety of duties to help provide assurance that services are safe and meet the assessed needs of clients.

The team actively supports providers to develop improvement plans for underperforming services, as well as tracking progress made by the provider service through a system of regular reviews. Identification of risks and safety concerns is also essential. Quality Assurance takes a lead role in Provider Failure. Quality Assurance also manages and maintains information systems tracking the quality of the adult care market.

Reporting Relationships

Responsible to: Quality Assurance Team Leader

Responsible for: N/A

Key Accountabilities:

1. Undertaking on-site visits, often at short notice, to commissioned care providers; to assess the delivery and quality of the service.
2. Holding providers to account for service quality, and monitoring provider quality and performance and taking the lead in addressing any concerns raised regarding a service provider.
3. Ensuring that there is a clear audit trail of quality issues identified and, where necessary, of agreed improvement plans with providers and evidence that these plans are followed up by the Council.
4. Escalating urgent and serious concerns regarding services through safeguarding procedures and line management of the Quality Assurance service, in line with Council policy and processes.
5. Identifying areas for improvement against a range of frameworks/contracts/national legislation/commissioner standards/best practice guidance and develop reports and subsequent action plans.
6. To support signposting and training opportunities for independent sector staff in matters relating to quality and safety to ensure that they have the correct skills and competencies to identify early recognition and deterioration of individuals and escalation into established care pathways.
7. Providing technical knowledge and expertise to help ensure the effective commissioning of services. Reviewing, analysing, benchmarking and appropriately sharing, qualitative and quantitative intelligence. Producing reports as required.
8. Sharing of information with contract management teams and contributing to contract review meetings in order to escalate concerns, feedback on progress or instigate contractual action.
9. Contributing to the development of systems relating to outcomes and the capture of user, carer and employee insight/feedback to drive improvement outcomes for service users.

10. Being an active participant in all safeguarding forums to identify and report any concerns which may meet the threshold for safeguarding investigation. Contributing to the decisions on levels of risk and harm.
11. Develop and maintain relationships with partner organisations and key stakeholders (internal and external) in order to facilitate delivery of the quality assurance function.
12. To provide and receive complex, sensitive and contentious information which may include confidential data where there may be barriers to understanding and the post holder will need to explain in language that is understood by the audience.
13. Keeping up to date with current local authority policies and procedures and national legislation.
14. Be an active participant of the response to urgent concerns in adult care services. This will involve being on site at care services, at short notice, to manage and mitigate presenting risks. This may include working outside of normal working patterns, including evenings and weekends.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.









Safeguarding









Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> Educated to QCF Diploma Level 3 (or equivalent) in a relevant area or equivalent experience in social care and/or health sector. 	<p>A</p>
  	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Detailed knowledge of relevant legislation and supporting guidelines published by regulatory bodies An understanding of current demands in health and social care. Ability to understand and work within a complex commissioning environment. Experience of using ICT systems such as Care Director, Excel, Access. An understanding of contract management, procurement and performance processes. An understanding or experience of working in a social care/health provider, commissioning organisation or assessment and case management team. 	<p>A/I A/I A/I A/I A/I A/I</p>
   	<p>Skills</p> <ul style="list-style-type: none"> Demonstrate excellent communication skills both written and oral. Demonstrate good interpersonal and numeracy skills. Ability to manage a range of issues and conflicting demands linked to tight and unexpected deadlines. Ability to audit or analyse information from a variety of sources and identify trends and themes. Ability to work effectively with minimal supervision and able to manage own workload. Show a commitment to personal and professional development. Be a team player who is willing to support others and cover additional areas of work as and when necessary. Able to build effective workplace relationships 	<p>A/I/T A/I A/I/T A/I/T A/I A/I A/I A/I</p>

	<ul style="list-style-type: none"> Negotiate on difficult and controversial issues including performance and change. 	<p>A/I</p>
	<ul style="list-style-type: none"> Demonstrate an ability to deal with challenging and conflicting situations whilst maintaining effective working relationships. 	<p>A/I</p>
	<ul style="list-style-type: none"> Ability to adapt to new legislative and policy/process requirements and apply these operationally 	<p>A/I</p>
	<ul style="list-style-type: none"> Ability to use monitoring information to make sound judgements and recommend appropriate courses of action 	<p>A/I/T</p>
	<ul style="list-style-type: none"> Ability to maintain professionalism when faced with difficult or distressing experiences. 	<p>A/I</p>
	<ul style="list-style-type: none"> Adaptability, flexibility and ability to cope with uncertainty and change. The post may require flexibility at times of escalation to support weekend and evening working 	<p>A/I</p>
	<ul style="list-style-type: none"> Car Driver / owner or reasonable alternative. It is anticipated that the use of public transport will not be suitable for the majority of this role. 	<p>A/I</p>
	<p>This post is designated as a casual car user.</p>	<p>A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing Team on 01785 237800**