Job Title: Quality Intelligence Officer   
Grade: 9

GRADE xx

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

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, flourish and contribute to our ambitious plans. Our values are at the heart of 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 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 and identifying risk for escalation. Care Market Development supports the market with workforce development, training, recruitment and retention. The team organises a variety of events, as well as providing information, advice and guidance to the market in a variety of formats.

Reporting Relationships

Responsible to: Quality Assurance Team Leader

Responsible for: N/A

Key Accountabilities:

1. Designing, implementing, and maintaining complex intelligence systems to provide an overview of the adult social care market. This includes identifying gaps in systems, processes and intelligence tools and proactively ensuring changes are made, either to existing arrangements or establishing new arrangements.
2. Producing bespoke ad-hoc reports, as well as regular performance reporting of care market quality through a range of methods and for a range of different stakeholders.
3. Provide recommendations to the Team Leader following an analysis of the output from quality assurance intelligence systems to provide advice and guidance on the required action and underlying issues.
4. Provide support to the Provider Failure process by managing information flow and co-ordinating support.
5. 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.
6. 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.
7. Working closely with partner organisations and key stakeholders (internal and external) to provide quality management information about independent sector providers and ensure all partners are consistently following Quality Assurance processes.
8. Keeping up to date with current local authority policies and procedures and national legislation.
9. Holding providers to account for service quality, and monitoring provider and market quality and performance and taking the lead in addressing any concerns raised regarding a service provider.
10. Developing and implementing systems relating to the outcomes and the capture of user, carer, employee insight/feedback to drive improved outcomes for individuals.
11. 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.
12. Identifying areas for improvement against a range of frameworks/contracts/national legislation/commissioner standards/best practice guidance and develop reports, ensure there is a clear audit trail and that agreed improvement plans are adhered to.
13. Working collaboratively with colleagues to provide signposting support, advice and guidance and the sharing of best practice within the market to providers in order to drive improvements.
14. Delegate and co-ordinate the work of support staff and train them on bespoke team systems and processes.

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

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| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * Educated to degree level or equivalent experience in the appropriate business area. | A/I |
| **employer_small**  **employer_small** | **Knowledge and Experience**   * 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. * Significant experience of using ICT, data and monitoring systems. * Ability to analyse complex and difficult issues, data and provide effective solutions and detailed recommendations. * Experience of the preparation and presentation of comprehensive and complex performance reports and information. * 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. | A/I  A/I  A/I  A/I/T  A/I/T  A/I  A/I  A/I |
| **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Skills**   * Demonstrate excellent communication skills both written and oral. * Demonstrate excellent interpersonal and numeracy skills. * Substantial ICT skills and the ability to adapt and utilise new software solutions. * Ability to manage a range of complex issues and conflicting demands linked to tight, unexpected and demanding deadlines while still achieving the required outcome. * Ability to audit and analyse complex information from a variety of different sources and identify trends and themes in addition to providing recommendations. * Ability to work effectively with minimal supervision and able to manage own demanding workload against conflicting deadlines. * 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. * Delegation and co-ordination of support staff workload in order to support the Team Leader in delivering the functions of the Quality Assurance team. * Able to train staff in the use of bespoke systems and processes. * Demonstrate an ability to deal with challenging and conflicting situations whilst maintaining effective working relationships. * Ability to adapt to new legislative and policy/process requirements and apply these operationally. * Ability to use monitoring information to make sound judgements and recommend appropriate courses of action. * Ability to maintain professionalism when faced with difficult or distressing experiences. | A/I  A/I  A/I/T  A/I  A/I/T  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

This post is designated as a casual/essential car user

**employer_small** 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 **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**