Staffordshire County Council

Quality Intelligence Support Officer
Grade 5

About the Service

Care Market Assurance and Improvement (CMAI) - Care Commissioning

The Care Market Assurance and Improvement service is responsible for quality assurance, provider improvement and market development. 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, workforce development, training and other events. The Care Market Assurance and Improvement service takes a lead role in Provider Failure. It also manages and maintains information systems, tracking the quality of the adult care market

About the Role

This job has a pivotal role in the gathering of market intelligence for adult social care. This job will oversee the coordination of feedback processes. It involves working with providers and partners to ensure intelligence is investigated in a timely manner and that learning is shared.

Reporting Relationships

Responsible to: Care Market Assurance and Improvement Service Manager

Responsible for: N/A

Key Accountabilities:

1. Oversee and co-ordinate the administration of quality assurance feedback processes, ensuring they are robust, user-friendly, and aligned with team objectives.

Staffordshire County Council

2. Provide an efficient, high-quality first-line response to enquiries from customers and stakeholders, escalating issues where necessary.

3. Challenging providers on issues of service quality, and monitoring provider quality and performance addressing any concerns raised regarding a service provider from escalation to response.
4. Use digital record management systems to ensure accurate and up to date information is available and routinely reported across the service.

5. Collect, collate, and analyse feedback and assurance data for performance monitoring and to identify trends, risks, and opportunities to improve services.

6. Escalating urgent and serious concerns regarding services through safeguarding procedures and line management of the Care Market Assurance and Improvement service, in line with Council policy and processes.
7. Reviewing intelligence received to determine appropriate courses of action based on levels of risk, to escalate the concern to the appropriate channel or provide response on behalf of the Council to internal and external partners.
8. Working collaboratively with colleagues to give providers advice, guidance and examples of best practice to support service improvement across the market.
9. Undertaking direct engagement with people accessing services to capture their experience to improve services.
10. Contribute to the development and improvement of processes, systems and procedures, including systems relating to outcomes and the capture of user, carer and employee insight/feedback to improve services.
11. Working closely with partner organisations and key stakeholders (internal and external) to provide quality management information and contribute to meetings about independent sector providers.

12. Keeping up to date with current local authority policies and procedures and national legislation.

Staffordshire County Council

Person Specification

Qualifications/Professional membership

- Educated to QCF Diploma Level 3 (or equivalent) in a relevant area or equivalent experience in social care and/or health sector

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.
- Experience of using Excel and databases with significant attention to detail.
- An understanding of contract management, procurement and performance processes.
- Experience of identifying and reporting risks.
- Experience of working in a social care/health provider, commissioning organisation or assessment and case management team.

Skills

- Effective customer service skills.
- Demonstrate effective communication skills, both written and oral.
- Demonstrate effective interpersonal and numeracy skills.
- Ability to manage a range of issues and conflicting demands linked to tight and unexpected deadlines.
- Able to maintain high levels of accuracy with significant attention to detail.
- 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.

Staffordshire County Council

- Able to build effective workplace relationships.
- 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 identify urgent risks and escalate in a timely manner.
- Ability to maintain professionalism when faced with difficult or distressing experiences.

This post is designated as a casual car user

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