



<b>JOB TITLE:</b>	Quality Assurance and Compliance Officer		
<b>GRADE:</b>	G8	<b>SERVICE AREA:</b>	Adult Social Care
<b>JOB CODE:</b>			
<b>REPORTS TO:</b>	Senior Commissioning Officer	<b>LOCATION:</b>	
<b>SPECIAL CONDITIONS:</b>	Occasional attendance at evening meetings may be required, as may occasional out-of-hours working.		

**1. Main purpose of the job role:**

- Provide support to commissioning and other projects and ensure that contracted services deliver high quality services as specified by collating evidence from a variety of services, visiting providers to check quality and analysing data on user outcomes and impact. Work closely with operational staff, Data analyst and Commissioning Officers and monitoring officer to ensure all commissioning adheres to contract governance procedure
- To inform Commissioners and Quality in Care Lead of issues relating to services in accordance with agreed reporting systems and to make recommendations for improvement.
- To advise and support Services to enable them to achieve required levels of quality.
- To improve practice through the delivery of the Quality Improvement Monitoring and Compliance Framework to ensure effective outcomes for service users and families.

**2. Role specific duties and accountabilities:**

1. Support Commissioning Leads and Quality in Care Team in supporting commissioning projects and providing intelligence on Provider compliance
2. Support commissioning process;
  - a. Needs assessments with Quality Improvement & Commissioning Officers and Data Analyst
  - b. Best Practice intervention evidence
  - c. Market mapping/management
  - d. Specification development– focussing **on outcomes** and evidence of effectiveness to be monitored and quality assured
  - e. Project Managing contract compliance
3. Matrix management of projects which will involve indirect management of people and resources to ensure quality improvement through contract compliance within the market
4. Responsibility for the administration of robust contract monitoring and review arrangements as part of the overall Quality Improvement Monitoring and Compliance Framework.
5. Working within recognised contract management procedures, responding independently to unexpected problems and situations, using access to Senior Commissioning Officer for advice and guidance on unusual or difficult problems, to ensure the necessary actions are taken.
6. Working closely with Senior Commissioning Officer, data analyst and other stakeholders collate evidence from a wide range of sources to assess effectiveness of Providers in meeting needs of service users focussing on outcomes achieved and evidence of value for money

7. Responsibility for the compilation of management information, ensuring monitoring and compliance of commissioned services and performance measures are available for Quality in Care Team Leader and relevant managers.
8. To prepare monthly contract monitoring reports and actively contribute to the Quality in Care Board attended by the Commissioning Lead and Providers.
9. To present compliance reports to QiCB, and other governance structures as required
10. To present compliance reports to provider and service user forums
11. To provide positive challenge to providers
12. To build and maintain effective partnership working relationships with the service providers
13. Monitor and evaluate current best practice contract management practices to continuously improve methods of working and to respond to changing needs.
14. Providing good administrative systems and documentation for contracting procedures
15. To initiate checks on quality and quantity of service to ensure quality assurance and compliance, taking appropriate action where necessary.
16. Contribute to working parties, committees and other internal and external meetings in line with agreed work programmes.
17. Work on own initiative or as part of a wider team using specialist knowledge of Adult Social Care, ensuring adherence to associated contracts, policies and legislation.
18. Communicate effectively with key stakeholders ranging from Members, Senior Managers, Council staff, partner organisations and members of the public on behalf of the programme or project(s), representing the council in a way that ensures the council's outcomes are achieved.
19. Work closely with the Senior Commissioning Officer to ensure the implementation and delivery of the Quality Improvement Monitoring and Compliance Framework through an agreed programme of assurance and compliance activity.
20. Produce regular reports of all compliance activity in accordance with the Quality Improvement Monitoring and Compliance Framework
21. Produce and present information relating to monitoring and compliance activity and outcomes for officers, colleagues or providers as and when required. This will include formal presentation to groups of colleagues / providers or members of a provider organisation.
22. Ensure that all reports of monitoring/compliance activities are evidence based and clearly show where a service is achieving or exceeding required standards of service delivery and where it is not. Act in accordance with Quality Improvement Monitoring and Compliance Framework where a service is not achieving.
23. This may include the completion of Risk Assessments in respect of recommendations to issue a notification, suspend or reinstate a suspended service to enable senior officers and contract management to reach an informed decision.
24. Where an action plan or requirement to improve is not complied with make sure that the provider understands what is required and by when and the possible consequences of non-compliance.
25. Develop and maintain appropriate professional relationships with all commissioned services that are supportive but retain the necessary degree of distance and objectivity to ensure that guidance and support can be given to help achieve required levels of performance, and necessary corrective action can be taken where service delivery is not acceptable.
26. Work with colleagues and other agencies including regulatory bodies such as CQC, health agencies and others to ensure that quality service delivery is attained and best practice is complied with and embedded.
27. Assist in the development and implementation of effective monitoring and compliance systems and procedures for all commissioned services in line with regulatory requirements and guidance, strategies and processes.

28. Deal with complex compliance issues.
29. Active participation at board and other appropriate meetings, required by the nature of the role, including the preparation of timely and accurate reports and agenda papers, the completion and delivery of presentations and progress highlight reports.
30. To produce and deliver timely management information, maintaining own individual work load and outputs within agreed time scales and deadlines.
31. To be fully IT literate and conversant with MS Office packages, including outlook, Word, PowerPoint and Excel.
32. The nature of the work is such that confidentiality must be maintained at times with special reference to appropriate legislation for example GDPR.
33. To communicate verbally with customers and provide advice and/or information in accurate spoken English



JOB TITLE Quality Assurance and Compliance Officer	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Able to provide support to commissioning projects	A/I	3
To deliver complex project workstreams on time and to a high standard using project management methodologies and techniques	A/I	3
To work with senior managers and outside partners	A/I	3
To understand complex contract documentation and manage multiple amendments with precise cross-referencing	A/I	3
To produce reports and documents suitable for Directors, Assistant Directors and Heads of Services on quality issues.	A/I	3
To maintain high levels of personal integrity and confidentiality within a politically sensitive environment	A/I	3
To work effectively to meet repeated tight deadlines while maintaining accurate records and manage associated stress	A/I	3
Strong organisational & project management skills	A/I	3
Excellent time management skills	A/I	3
Ability to influence people and interact with people at varying levels	A/I	3
Ability to provide positive challenge	A/I	3
Ability to work with accuracy for prolonged periods with a high level of mental concentration and think clearly under pressure.	A/I	3
Able to work to tight and often conflicting deadlines	A/I	3
Excellent presentation and written communications skills for a wide variety of audiences	A/I/T	3

Ability to think independently and proactively to identify the real issues behind complex problems and offer solutions.	A/I/T	3
Ability to build and maintain effective working relationships and partnerships with a variety of people and external organisations.	I	2
Awareness of and commitment to equality of opportunity and responsiveness to diversity	I	2
ICT literate with demonstrable experience of MS Office	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Understanding of commissioning	A/I	3
Experience of matrix management	A/I	3
Broad knowledge of Contract procedures, contract monitoring and contract management	A/I	3
Understanding of the challenges facing local government, Walsall Council and its strategic partners	A/I	3
Proven track record of producing reports for senior managers, including project management reports, actions plans and briefing notes.	A/I	3
Experience of handling confidential information	A/I	3
Experience of commissioning	A/I	3
Experience of project management	A/I	3
Experience of working to deadlines and strict deadlines	A/I	3
Evidence of continuous professional development (where applicable)	A	
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Project Management Qualification or CIPS level 4 or substantial contract monitoring/management experience	A A	
Evidence of ongoing professional development		
<b>Prepared by:</b> Grace Charles	<b>Date:</b> June 2020	