JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Quality Monitoring and Contract Compliance Officer
- Post Number: P28101
- Grade and SCP: Band 11 SCP 29-33
- Directorate: Adult Services Directorate (People)

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the ***Social Care Contracts and Quality Assurance Team*** within ***Age Well (Adult Services, People Directorate),*** you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

You will be working alongside the Commissioning and Governance team in the Age Well (Adult Services, People Directorate), you will support the delivery of the social care quality assurance transformation in line with the Council's vision, values and strategic objectives, as well as support the council to fulfil it's statutory duty under the Care Act 2014.

We are a supportive team who work closely with operational Social Care colleagues to promote good outcomes for people who use our services. Working with a range of partner agencies to support vulnerable adults, children, young people and families and continue to develop collaborative working.

Overview of your role

To support with transforming and embedding a quality assurance structure for our adult's social care market in Shropshire and beyond. You will work as part of a team and undertake quality assurance, compliance and monitoring visits to providers across the county and out of county (where required) and report on them as required.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to ***the Age Well Contracts Officer,*** who is in turn responsible for your health and safety, training and development.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Personal Development Plan (PDP). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- To provide advice and guidance to Commissioners about the Council's contracts and service agreements.
- To collect information and views from users and carers, Care Managers and other stakeholders about the quality and volume of services provided and evaluate contract compliance.
- To undertake general and thematic monitoring of domiciliary and residential care providers, to produce monitoring reports and to engage with providers to drive improvements.

- To monitor the performance of Voluntary Community Services and organisations, and other miscellaneous contracted service providers, and to provide reports on performance.
- To further develop, and maintain, robust systems for monitoring providers of services in accordance with performance standards and expected outcomes.
- To maintain an overview of the contracts' units risk assessment processes and procedures on care providers. To include information gathering from The Care Quality Commission (CQC), The Integrated Health Board (ICB), Healthwatch and other internal and external partners and agencies.
- To undertake reactive monitoring of "at risk" providers.
- To support in putting in place in suspension arrangements with care providers where necessary.
- To support any investigations by the appropriate agency concerning service providers in accordance with the Council's complaints policy.
- To collate information, data and evidence related to received concerns and complaints.

- To work with commissioning, finance and operational social work staff on ensuring accurate payments particularly relating to annual uplifts and ICB costs.
- To work with adult care finance on enforcing care audits of payments from time to time (such as Independent Service Fund arrangements).
- To have an oversight of, and involvement in, gathering utilisation data on block purchased beds and other non-direct care contracts, and to undertake systematic collation of information and data and evidence of concerns.
- To attend multi agency meetings from time to time.
- To support any contract tender evaluation processes.
- To work on best practise processes for monitoring of providers: to include benchmarking with other local authorities and attending regional meetings when required.
- To undertake any other duties that may be required as directed by The Contract Manager and are commensurate with the grade.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,

- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role, requiring the post holder to attend Shropshire for a 1 day(s) per week, alongside home working arrangements.

Your post is subject to the following:

- The post is ***Permanent*** for ***37*** hours per week,
- Normal office hours are 8.45am-5pm Monday - Thursday and 8.45am-4pm Friday with a minimum lunch break of 30 minutes. Occasional evening and weekend work may be required.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to ***two*** months' notice in writing on either side.

The appointment is subject to ***six*** months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 45 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

DBS

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.