Cumberland Council

Post Specification

Date	**March 2022**
PG Number	**6720**
Post Title	**Strategic Commissioning Quality and Contracts Officer**
Job Family	**People Care and Development**
Job Family Role Profile	**PCD13**
Final Grade	**14 (in JWC's)**

To be read in conjunction with the job family role profile

Service Area description

The Strategic Commissioning Team is located with the People directorate and have responsibility for commissioning services for the citizens of Cumbria across all age groups circa 500,000 individuals. The Contract and Quality function is key responsibility within the team to ensure the council are commissioning safe and effective services.

Purpose of this post

To work closely with Commissioning and Contract Managers to provide up to date information on any contract or quality issues that may impact on the council's statutory responsibility to manage the social care market. This will be supported through robust monitoring and evaluating of outcomes along with quality assurance through an appropriate contract management process

Key job specific accountabilities

1. To ensure that effective contract monitoring and service improvement arrangements are in place to meet the department's Adult Social Care/Children's Social Care/Public Health objectives and statutory responsibilities.

2. Carry out contract monitoring activity and reviews on an independent basis, and produce reports based on findings. These may be physical or virtual visits, to be agreed on a case by case basis. This activity may identify areas for improvement or contractual requirements.

3. To work closely with health and social care providers to improve quality, whilst escalating any concerns or issues appropriately within a timely manner, including any safeguarding issues.

4. To maintain effective relationships with operational colleagues responsible for safeguarding, quality assurance teams and or clinical governance teams across partner agencies and to support a consistent approach to quality and performance.

5. Participate/lead multi-agency Radar groups to share information on quality concerns and ongoing improvements and to provide information to support decision making around the support or actions to be taken with providers.

6. Contribute to quality improvement meetings, when required to do so, and take responsibility for presenting your own findings in an appropriate and confident manner - including appropriately challenging, based on evidence, where needed.

7. Support Providers with development and corrective action plans, and feedback progress on improvements to relevant professionals.

8. Promote and share best practice across the care and support sector.

9. To liaise and collaborate with stakeholders, e.g. the Care Quality Commission, OFSTED, the NHS and other Local Authorities around contract monitoring and quality activities.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post	
Budget Responsibilities	• None
Staff Management Responsibilities	• None
Other	• This post will be line managed by a Commissioning Manager

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- Relevant Health or Social Care qualification at degree level or equivalent, or equivalent relevant experience.

Experience

- Experience of effective partnership and community working, building and maintaining relationships across organisations
- Understanding of the Commissioning Cycle and how contract monitoring and quality assurance fits into this
- Evidence of developing and delivering a quality and performance culture and achieving significant change management programmes.
- Extensive direct involvement in leading the development of policy and practice in a politically sensitive organisation.
- A successful track record in developing effective working alliances together with a proven ability to network.
- Experience developing external partnerships, with other organisations and stakeholders, to deliver key strategies and programmes.
- Experience of customer engagement and advocacy in continually improving services.
- Experience of working in challenging situations and managing conflict.

Knowledge

- Extensive knowledge of local authority and wider public sector strategies and initiatives.
- Knowledge of statutory responsibilities related to Safeguarding and Quality Assurance.
- Knowledge of regulatory standards relating to Health and Care services.

Skills / Behaviours

- Political awareness and experience of operating in a politically sensitive environment.
- Ability to analyse data and develop improvement strategies and actions.
- Ability to motivate others to achieve focused improvements
- Innovative and proactive approach to service delivery
- First-class presentational skills.
- Be committed to working as part of ‘one team’.
- Ability to work under exceptional pressure.
- An excellent, persuasive, clear and constructive communicator at all levels.
- Ability to make decisions and take responsibility for actions
- Excellent interpersonal skills: a strong networker able to build relationships with mutual confidence, honesty and respect.
- Ability to challenge and support others in improving quality and outcomes

Other
Ability to travel across Cumbria.

Disclosure and Barring Service – DBS Checks
• This post requires a DBS check. • The level of check required is: ○ DBS Enhanced - no barred list

Job working circumstances	
Emotional Demands	• Exposure to some situations that could be emotionally demanding
Physical Demands	• Minimal physical demands
Working Conditions	•
Other Factors	
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