Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Quality & Compliance Manager - Contracts and Commissioning | | | **Group –** Adult Services | | **Office Use** |
| **Grade:** 10 | | | **Workplace:** County Hall Based | | JD Ref: 3428 |
| **Responsible to:** Senior Manager (Commissioning) | | | **Date:** | **Lead & Man Induction:** |
| **Job Purpose:**  The post is located with the Contracting and Commissioning Team within Adult Care and has responsibility for monitoring quality in commissioned social care services and providing managerial support into provider services if required.  To support contract and commissioning arrangements with adult social care providers.  This post would suit an experienced manager that has worked as a manager or equivalent in a social care provider organisation, preferably a Registered Manager | | | | | |
| **Resources** | Staff | Provides advice and direction to multiple teams – over 250 care management staff - who may not be under the postholder’s direct control to deliver against service priorities as required. | | | |
| Finance | | To advise and co-ordinate spend of £80m adult social care budget and £30m CHC budget to meet statutory functions. | | | |
| Physical | | Operates core adult social care systems and other key corporate systems to ensure that customer and service needs are met. | | | |
| Clients | | Manages functions and programmes that have an impact upon the wellbeing of all Council services, service users, and the public of Northumberland. Ensures compliance with relevant legislation, council policies and procedures. | | | |
| **Duties and key result areas:**   * To meet identified need within the Wellbeing and Community Health Service. (need will relate to the physical, mental, social and economic wellbeing of people with an emphasis on adults as a client group). * To monitor the quality of commissioned social care services delivered by independent providers. * To work closely to support providers to improve their services, developing action plans with a focus on quality improvements and ensuring regulatory and contract compliance with providers. * In instances where there are provider failings, to intensively support the management of provider services. * To work with service providers and regulatory bodies to ensure that where there are quality and/or financial issues, guidance and support is given, service improvement plans are put in place and monitored and corrective action is taken. * To work positively and professionally with internal and external service providers and service users. The range of services to be included will have an emphasis on adult services but will also fall under the broader remit of the Wellbeing and Community Health Service. * To identify risks within provider services at an early stage and identify potential solutions to prevent escalation and ensure quality and safety. * To lead the quality monitoring of services with an emphasis on high risk areas including medication administration; care/support plans; staffing levels and rotas; human resource practices; operational delivery of services; training; governance arrangements including policies and procedures; safeguarding and related protocols. * To work with service providers to manage risks and improve practices. This will include the constructive challenge of provider practices at a senior level within provider organisations. * To provide leadership in the improvement of social care services across Northumberland, through the development of improvement programmes. This will include a programme of provider forums that will focus on quality improvements, sharing good practice, organising expert speakers, trainers and facilitators. * To develop quality assurance monitoring toolkits within the contract and commissioning service. * To maintain a working knowledge of all relevant regulations to the delivery of social care and monitor provider compliance. * To maintain personal operational management practice by working into the Council’s internal provider services. * To support the business planning process, including assisting in the development and implementation of written reports and business cases, either on a stand alone or joint commissioning basis. * To review budgets and resources with commissioned service, supporting the Senior Manager – Commissioning. This will include de-commissioning services and the redirection of resources to deliver key targets and outcomes, as well as identifying areas for efficiency and improvement and making effective use of resources. * Where appropriate, to negotiate legally binding contracts with external providers ensuring risk transfer, value for money and protection of the Council’s interests. This will include the need to be proactive in identifying “value for money” improvements and ensuring compliance with the Council’s procurement arrangements. * To support the development of robust mechanisms for establishing quality and financial control. * To produce detailed and articulate commissioning reports which will enable senior managers to make strategic decisions and manage resources effectively. * To support the development of relationships across independent, voluntary and public sector partners which promotes participation, involvement and the co-production of service re-design and review. * To lead on the development and delivery of key service types and long term project, which provide for real efficiency savings and/or continuous service improvements in quality, performance and efficiency. * As required to provide advice and support to internal and external staff, in respect of contracting and commissioning arrangements, compliance and monitoring and support with the provision of information in relation to Freedom of Information requests. This may include mentoring and coaching of other staff within the team, as and when the need arises. * To support compliance with the Council's Safeguarding arrangements, by all contracted Services. * To produce key commissioning reports which enable senior managers to make strategic decisions and manage resources effectively. * To assist health and social care management staff to interpret and link commissioning information. * To utilise the information gathered to improve the quality of existing care management, commissioned and provided services. * To assist Senior Managers and staff to implement best practice and assist the change processes by leading specific commissioning related projects. * To promote and share areas of good / best practice and ensure services are delivered in accordance with Government and Council policy and to assist with the implementation of the legislation. * To work with other health and social care staff to enable change to be implemented. * To assist in the development, implementation, monitoring and evaluation of health and social care commissioning and provider functions. * To develop links and provide support and training to operational staff on commissioning and provider financial matters. * To contribute to the implementation of appropriate monitoring processes and the effective management of relevant health and social care staff. * To assist with the development, implementation, monitoring and evaluation of health and social care commissioning functions. * To manage, supervise and develop identified staff, to ensure that the adult care plans are developed and implemented. * To actively participate in the management of identified staff in adult services. * To consider Group and Council reports and other documents and provide input and advice as required on commissioning and financial issues. * To ensure the commissioning services service developments have effective link up with all relevant County Council, CCG and Trust strategic plans, policies and statutory requirements. * To assist with establishing robust systems for quality control. * To assist with the provision of timely and accurate advice and information to the County Council, CCG and the Trust in relation to commissioning and quality issues. * To promote the support and development of staff through appraisal, training and development programmes. * To Deliver key performance indicators within the sphere of responsibility, ensuring that national/local targets are fully met. * To co-ordinate the provision of appropriate financial, staffing and client information required to monitor progress against adult services targets. * To provide project management support for a range of adult care services. * To continuously promote and review effective partnership arrangements, collaboration and joint working, for the delivery of high quality services, through effective and constructive relationships with colleagues and external contacts. * To be proactive in the identification of opportunities for ‘value for money improvements’, income generation, resource usage and to monitor and report on the performance of all assets. * To review, interpret, explain and enforce statutory and County Council regulations, ensuring appropriate policies and procedures are followed; to be fully accountable for expenditure against allocated budgets, ensure effective spend against established targets and compliance with procurement and financial regulations. * To undertake any other duties consistent with the nature, level and grade of the post as may be assigned by the Senior Manager – Commissioning and other senior colleagues. * The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | | |
| **Work Arrangements** | | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | Involves travel to work sites, area offices or training venues throughout the County and further afield on occasion.  Normal office hours but flexi-hours may apply. Some weekend and evening work may be required when supporting providers.  Predominantly based in NCC and provider establishments. | | | |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:**  Quality and Compliance Manager | | **Group:** Adult Services and Housing | Ref: 3428 | |
| **Essential** | | **Desirable** | **Assess by** | |
| **Qualifications and Knowledge** | | | | |
| Registered Managers Award, or willingness to achieve this within a year of appointment, or relevant degree, or equivalent relevant experience.  A relevant professional qualification e.g. NVQ 4 or CQSW, CSS, Dip SW.  Knowledge of the National Minimum Standards and the prevailing inspection regime.  Detailed understanding of theory and professional best practice for the client group.  Recent and relevant management training, additional qualifications and/or evidence of continuing professional development or equivalent experience in health and social care.  In-depth knowledge of professional theory, practice and procedures, and contemporary issues in relation to the role.  Knowledge of current relevant laws, regulations, policies, procedures, trends and developments relevant to the role.  Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessments.  Understanding of relevant legislation and requirements such as corporate manslaughter, health and safety, procurement, equalities and diversity, risk management etc. | | Relevant management degree.  Evidence of recent and relevant management training.  Formal qualifications in project management such as Prince 2 or MSP. | |  |
| **Experience** | | | | |
| Recent experience in a senior post in a relevant setting, with a relevant client group.  Experience of managing staff, budgets and physical resources.  Experience of operational management as a social care service provider including development and application of systems and processes. e.g. rota systems.  Recent experience in health and social care service and commissioning arrangements.  An evidenced track record of successful management and achievement of objectives in a social care service.  Experience of the social care regulation system , inspections and leading services through improvements in quality ratings.  A successful track record of engaging effectively with others at a senior level and building productive partnerships with key partners.  Recent experience of managing and monitoring a range of health and social care budgets.  Experience of successful management and a proven track record of contributing to the formulation and delivery of service and team objectives and plans.  A demonstrable track record of successfully leading and managing teams and delivering outcomes.  Experience of contributing to change and demonstrable success in improved outcomes for local people.  A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.  Experience of the formulation and delivery of plans and policies within an organisation.  Experience of supplier and contract management. | | Knowledge of local government corporate management systems. | |  |
| **Skills and competencies** | | | | |
| Skills in leading, organising and motivating people.  Skills in managing performance, identifying staff training needs and skills planning.  Adept at planning and prioritising resources, including own time.  Skills in preparing and managing delegated budgets.  Listens, consults others and communicates clearly.  Skilled in writing clear and logical reports.  Able to write clear instructions, case notes and detailed logical reports.  Manage confidently and effectively in stressful situations.  Ability to maintain personal resilience and healthy work life balance.  Change management skills and an ability to challenge and to deliver change.  Personal effectiveness and judgement, takes the initiative, risk aware and able to work with autonomy.  Evidence of and successful track record in effective forward planning and performance management .  IT skills with the ability to spot and utilise technology effectively to address customer needs.  Present information and use appropriate communications with different audiences; and effectively disseminate acquired knowledge.  Excellent written skills.  Negotiation and influencing skills and able to persuade others to alternative points of view.  Customer oriented, with well developed networking and partnership skills and able to build relationships with a range of stakeholders.  Active and effective advocate for the service both within the council and externally.  Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.  Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.  Demonstrable ability to propose, develop and implement effective plans in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.  Ability to command respect, trust and confidence of colleagues, Senior Managers and other stakeholders.  Professionalism, tact and diplomacy in difficult situations.  Ability to make decisions and allocate resources as appropriate. | |  | |  |
| **Motivation** | | | | |
| Committed to the ethics of quality and person centred care and the GSCC code of conduct.  Adapts to change by adopting a flexible and cooperative attitude.  Works collaboratively to achieve team spirit and manage the needs of staff and service users.  Demonstrates integrity and upholds values and principles.  Promotes diversity, equal opportunities and anti-oppressive practice in all aspects of work.  A proactive corporate orientation and a commitment to tackling issues in a non-departmental manner.  Fully committed to the principles and values underpinning adult care services and integration with health.  Self-reliant, able to exercise discretion and possessing the ability to manage time effectively.  Models and encourages high standards of reliability, honesty, integrity, openness and respect for others.  Actively helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued.  Works with minimal direct supervision.  Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders and external partners including service users and carers.  **Physical, mental and emotional demands**  To be able to meet the physical requirements of the post and be able to work under considerable pressure caused by significant workloads and rigid deadlines.  To be able to provide strategic and operational leadership during prolonged periods of uncertainty via thorough risk assessment skills and planning.  In addition to be able to manage the emotional demands of the post that are caused by managing distressing cases involving vulnerable adults who are or have suffered abuse or who may have died and service users and carers who might display anger and/or frustration.  Need to maintain general awareness with frequent lengthy periods of enhanced concentration.  Some exposure to working outdoors and outside normal office hours as necessary. | |  | |  |
| **Other** | | | | |
| The ability to drive and, as necessary, work unsocial working hours.  Ability to meet the transport requirements of the post. |  | | |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits