



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Quality Assurance & Compliance Officer

Vacancy ID: 010637

Salary: £30,507.00 - £32,878.00 Annually

Closing Date: 24/11/2019

Benefits & Grade

Grade K

Contract Details

Permanent

Contract Hours

37 hours per week

Job Description

The Council takes a strategic corporate approach to the commissioning and contracting of Adult, Public Health and Children's services. As such it will take a robust approach to assessing the quality of care provided by services and the provider's compliance within the scope of their contract.

An exciting opportunity has arisen within the Strategic Procurement Team for a Quality Assurance & Compliance Officer.

The successful applicant will be responsible for the management of a portfolio of contracted care providers, working collaboratively with them and support service providers (including care homes, homecare and day opportunities), other Council teams and external partners/agencies to deliver quality assurance and compliance systems and processes that drive up the quality of contracted care and support service provision.

You will work in a busy, highly motivated team and applicants should have demonstrable experience of working with quality management systems and quality assurance practices and experience of working with service providers to improve the quality of services and assuring contractual compliance.

Applicants should have high personal standards of self-discipline, be enthusiastic and able to communicate effectively with a range of stakeholders.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Kerry Anderson, Procurement Manager, Adults, Public Health and Children & Young People on 01642 528455.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance and Business Services		Service Area: Procurement and Governance	
JOB TITLE: Quality Assurance and Compliance Officer			
GRADE: K			
REPORTING TO: Quality Assurance and Compliance Manager			
1.	JOB SUMMARY: To work collaboratively with contracted care and support service providers (providers), other Council teams and external partners/ agencies to deliver quality assurance and compliance systems and processes that drive up the quality of contracted care and support service provision (service provision).		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To undertake a risk-based programme of quality assurance and compliance reviews for a portfolio of providers to ensure compliance with contract and regulatory requirements.	
	2.	To carry out comprehensive quality assurance and compliance assessments for contracted providers, evaluating a range of qualitative and quantitative evidence to make sound judgements on performance level/ratings and subsequently produce and present high quality clear and meaningful reports for senior managers, elected members and the public	
	3.	To provide specialist advice and guidance to providers to enable them to comply with contractual and regulatory requirements and deliver continuous improvement to the quality of care that they provide.	
	4.	To collect, analyse and report qualitative and quantitative data from a range of sources in order to develop a full picture of the quality of service provision.	
	5.	To investigate, report and provide advice/guidance to providers and other internal/ external partners/ agencies in relation to suspected breaches of contractual compliance.	
	6.	To act as Investigating Officer for formal Adult Social Care and LG Ombudsman complaints; complete thorough investigations liaison with 3rd parties and complainants in order to make sound judgements and produce recommendations and respond within stipulated timescales in line with the complaint's policy/procedure.	

7.	To undertake risk assessments using a range of intelligence, qualitative and quantitative data to identify an appropriate level of enhanced quality assurance and compliance activity.
8.	To liaise and coordinate activity with care management teams, other internal teams and external partners/ agencies including Care Quality Commission, Clinical Commissioning Group etc. to proactively identify and respond to emerging concerns about providers and ensure appropriate and timely intervention.
9.	To co-ordinate and contribute to the multi-agency Serious Concerns Review Panel, to oversee the implementation of agreed improvement plans and report within the multi-agency forum and also to investigate, report and provide advice/guidance to providers in relation to concerns and safeguarding incidents; working with providers, care home residents, service users and their families and other external partners/ agencies
10.	To work collaboratively with providers, internal teams and external partners/ agencies to develop, negotiate and monitor action plans that proactively address concerns about service provision.
11.	To work with providers to identify and signpost to additional support from external partners/agencies to assist service improvement.
12.	To attend provider review meetings, following up actions and ensuring that information is reported in a coherent and timely manner in order to inform decision-making.
13.	To produce and present high quality, clear and meaningful quality assurance and compliance reports for providers, senior managers, and elected members.
14.	To forge and maintain effective working relationships with a broad range of internal teams, external partners/ agencies and providers and ensure a culture of co-operation, collaboration and effective joint working is maintained.
15.	To familiarise with any new legislation or national guidance (NICE, etc) that is applicable to regulated service provision, share information with providers and assess service provision to ensure compliance.
16.	Work with service providers to understand and analyse the issues they face and support the design and implementation of solutions to those issues, with the aim to improve CQC ratings.
17.	To undertake contract management risk assessments and implement appropriate and proportionate contract management plans and performance management frameworks.
18.	To work with providers to ensure that evidenced-based approaches/programmes and external stakeholder programmes, including public health initiatives, that would improve care are incorporated within service provision.
19.	To work in partnership with internal teams to support the development of clear, outcome-focused specifications and monitoring frameworks for new and existing services.

	20.	To participate in the management of programmes and projects from initiation through to completion where required, ensuring the successful delivery of required outcomes, and including the co-ordination of multiple work areas.
	21.	To scrutinise, validate and approve Provider Utilisation Reports and invoices, in conjunction with performance reports.
	22.	To deputise for the Quality Assurance and Compliance Manager at meetings as required.
	23.	To maintain all records and systems in accordance with defined procedures and compliance requirements.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.



PERSON SPECIFICATION

Job Title/Grade	Quality Assurance & Compliance Officer	Grade K
Directorate / Service Area	Finance and Business Services	Procurement and Governance
Post Ref:	POS006666 / 34567	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent professional qualification in a directly relevant subject area or equivalent demonstrable level of relevant work-related experience 		Application form
Experience	<ul style="list-style-type: none"> Experience of working with quality management systems and quality assurance practices Experience of managing and delivering service improvements, and working with service providers to improve quality of services and demonstrating outcomes Delivering customer focused service Promoting positive cultural change 	<ul style="list-style-type: none"> Experience of Safeguarding procedures Experience of contributing to the production of contractual documents Experience in reviewing service standards in accordance with contractual requirements Experience in developing risk-based monitoring. Decision making covering complex and varied issues 	Application / Interview

<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Effective interpersonal and communication skills and the ability to build and maintain effective collaborative working relationships, work in partnerships and demonstrate political and commercial sensitivity and awareness. • Organisational skills; able to organise information, people or things in a systematic way, establishing priorities and meeting deadlines. • Ability to identify areas of improvement, through performance management and service feedback • Ability to negotiate and communicate to deliver solutions and resolution through direct contact and engagement with service providers • Analyse situations, evaluate opinions, apply constructive challenge and produce effective and creative solutions • Deal effectively with a rapidly changing environment and issues • Demonstrate customer sensitivity and awareness • Competent in the use of MS Office applications with good keyboard skills and ability to adapt to information technology requirements. • Ability to produce structured and detailed reports of a high standard 	<ul style="list-style-type: none"> • Knowledge of the Local Authorities functions and statutory duties • Ability to think widely, solve problems logically and to seek independent solutions 	<p>Application / Interview</p>
<p>Specific behaviours relevant to the post</p>	<ul style="list-style-type: none"> • High level of attention to detail • High personal standards of self-discipline, ability to work without close supervision and often to tight deadlines • Highly motivated, energetic, not easily discouraged 	<ul style="list-style-type: none"> • Confidence to implement solutions and to challenge traditional thinking, able to think widely and solve problems logically 	<p>Application / Interview</p>

	<ul style="list-style-type: none">• Strong team player committed to an ethos of continuous improvement and collaborative working• Able to communicate both orally and in writing with a wide range of people		
Other requirements	<ul style="list-style-type: none">• Due to the role requiring travel between venues across the borough, a full driving licence and access to a motor vehicle is required for this role		

Person Specification dated: Nov 19

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is

the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.