

**CHILDREN, ADULTS AND HEALTH**

**JOB DESCRIPTION**

**POST TITLE:** Quality Manager

**GRADE:** Band 8

**RESPONSIBLE TO:** Market Management and Quality Lead

**Overall Objectives of the Post**

You will support the Joint Market Management and Quality Lead to commission effective services that improve outcomes for people. You will work with and lead the quality officers in the commissioning and quality assurance of services.

You will provide support to ensure that the council’s resources are used to commission services that make a positive impact, meet our statutory obligations, and contribute to the council’s overall strategic objectives. You may lead and develop short term projects.

You will work collectively as part of the commissioning unit with a specific focus on quality and regulatory compliance. You will combine a strong understanding of commissioning processes, quality assurance and safeguarding, with good knowledge of the current issues in children's services and adult services, including commissioning within diverse communities.

**Key Tasks of the Post**

***1. You will provide support in relation to the change process, challenging existing practice and actively seeking ways to achieve better service outcomes by, you will be expected to lead projects and commissioning processes on behalf of the Market Management and Quality Lead;***

* Working with senior managers in the Council, the CCG, the Commissioning Unit, Corporate Procurement Service, stakeholders and partners to secure the best outcomes for people and their families, maximising the efficient use of resources.
* Supporting and leading work towards the further development and implementation of the Commissioning Unit function.
* To deputise for the service Lead accordingly.
* Ensuring that the total resource available for service users is used to improve outcomes in the most efficient, effective, equitable and sustainable way. You will work with multi-disciplinary groups including service leads, performance and data, finance and procurement services. You may be expected to lead discussions and also project manage areas of work as appropriate.
* Ensuring the effective delivery of mostly externally provided services, including Residential and Nursing Care Services, Home Care, Independent Support living services, third sector Services Jointly commissioned services and those services aligned to Public Health. Over time this portfolio will expand as additional areas of work are identified.
* You will be expected to lead on a specific portfolio of services in relation to contract management and quality assurance.
* Leading a co-ordinated approach, with partners to bid for external funding to maximise resources and increase potential for successful submissions, including collaboration with other authorities.
* Supporting the Joint Market Management and Service Lead and other relevant managers to develop a commissioning strategy and lead the commissioning function across the Integrated Care, Commissioning and all aspects of Jointly Commissioned Contracts.
* Supporting and leading elements of the development and delivery of appropriate joint needs analysis, planning arrangements, service specifications, contract and quality management arrangements, performance monitoring arrangements and evaluation processes.
* Support the Service Lead and Joint Market Management and Quality in managing contract negotiations and re-negotiations, and the preparing of service specifications for providers including in-house and external providers – including meeting with stakeholders including service users. You may lead on areas relating to your portfolio as appropriate.
* Undertaking contract and quality monitoring and providing necessary reports, including action and improvement planning. This will also involve leading the development and implementation of quality assurance frameworks across externally commissioned services.
* Implementing and participating in a monitoring regime that ensures essential legal and regulatory standards of quality and safety are met across externally commissioned services thus fulfilling the Authority’s and CCG’s statutory duty.
* Supervise, appraise and undertake personal development plans of relevant commissioning officers.
* Ensure that strong partnerships are maintained with all health partners, strategic partners, service providers and other stakeholders to understand and meet the needs of people in South Tyneside. This will also include advising, influencing and supporting the need for change with elected members and other stakeholders.
* Support front line services to horizon-scan for ‘next practice’ and identify the most effective delivery models to modernise services.
* Work with frontline teams to identify areas of underperformance and diagnose the most effective actions to bridge the gap.
* Ensure that all commissioning decisions are based on robust needs analysis, that take into account demographics, financial pressures and national and regional policy drivers.
* Support in setting the strategic direction for formal partnerships, joint commissioning projects and pooled budgets arrangements.
* Support the Joint Market Management and Quality lead in identify external funding opportunities and the lead the development of funding bids that help us secure extra resources to deliver key projects.

***2. You will support in the development and implement of effective commissioning strategies that help us to allocate our resources in the most effective way to improve outcomes for children and families. You will:***

* Ensure that service specifications clearly set out the outcomes we want our services to achieve, and how we will measure them.
* Ensure statutory responsibilities and national quality standards are met.
* Develop an effective relationship with the Procurement Service and in conjunction with the procurement service implement effective quality standards, safeguarding requirements and contract management arrangements (including payment by results) that deliver better value for money in all the services that we commission.
* Working closely with the Procurement, strengthen the Council’s and CCG’s relationship with private, public, independent and voluntary providers to shape and develop local market capability and capacity.
* Using client feedback and provider contract performance information supplied by the Procurement service. Monitor and evaluate the delivery of commissioned services, identify and manage risk, and report regularly on progress.
* Promote and implement the Council’s Equality and Diversity policy.

***3. Support the management of the Children, Adults and Health Services.***

* Monitor key commissioning budgets, and ensure that budget information is understood and reported in an accurate and timely manner.
* Contribute to strategic workforce planning and the development and implementation of relevant plans.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others’ health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: RE/CL

Date: 10.02.21