 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b>  Finance and Business Services		<b>Service Area:</b>  Procurement and Governance
<b>JOB TITLE:</b> Quality Assurance and Compliance Officer		
<b>GRADE:</b> K		
<b>REPORTING TO:</b> Quality Assurance and Compliance Manager		
<b>1.</b>	<b>JOB SUMMARY:</b>  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).	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	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 ensure that all customers both internal and external, receive a consistently high quality of service, commensurate to the standards required by Stockton-on-Tees Borough Council.
	21	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.
	22	To scrutinise, validate and approve Provider Utilisation Reports and invoices, in conjunction with performance reports.
	23	To deputise for the Quality Assurance and Compliance Manager at meetings as required.
	24	To take reasonable care of your own health and safety and to co-operate with management so far as is necessary to enable compliance with the Council's health and safety rules and legislative requirements.
	25	To maintain all records and systems in accordance with defined procedures and compliance requirements.
	26	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

### 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.

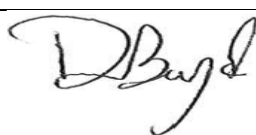
**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

**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.

	Name:	Signature:	Date
Job Description written by: (Manager)	Darren Boyd.....		31/10/19
	.....	.....	.....

**Job Description dated: QuAC Officer Nov 19**



## PERSON SPECIFICATION


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

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

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

	<ul style="list-style-type: none"><li>• Able to communicate both orally and in writing with a wide range of people</li></ul>		
Other requirements	<ul style="list-style-type: none"><li>• 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</li></ul>		

**Person Specification dated: QuAC Officer Nov 19**

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>KNOWN RISKS FOR THIS ROLE</b>
<b>DIRECTORATE:</b> Corporate Services	<b>SERVICE AREA:</b> Strategic Procurement & Governance
<b>JOB TITLE: Quality Assurance &amp; Compliance Officer</b>	
<b>GRADE: K</b>	
<b>REPORTING TO: Quality Assurance &amp; Compliance Manager</b>	

**The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.**

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	No
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	Yes
Other known risks – please detail	NA
No known risks associated with this role	NA

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager: Darren Boyd, Quality Assurance & Compliance Manager

Date: 10/06/2022