A logo with text overlay

Description automatically generated

**ADULT SOCIAL CARE AND COMMISSIONING/CHILDREN’S SERVICES**

**JOB DESCRIPTION**

**POST TITLE:** Children’s Commissioning and Quality Lead

**GRADE:** SM2

**RESPONSIBLE TO**: Head of Children and Families Social Care

**RESPONSIBLE FOR:** Strategic Leadership of Children and families Commissioning and Quality assurance

#### OVERALL OBJECTIVES OF THE POST

The Commissiong & Quality Lead will develop and embed a robust Commissioning Strategy which ensure sufficiency, quality of services, improved experiences and good value for money.

You will develop and ensure a mixed portfolio of contracted and non-contracted services to meet the needs of children, young people and their families and provide effective quality and compliance of a range of children’s service provision.

You will lead on matters of quality, safety, and regulatory matter on behalf the local authority and its commissioning partner including market intervention, where contracted providers are identified as under-performing, non-compliant or below the required quality expectations.

You will Work collaboratively with regulators and stakeholders to maintain significant market oversight.

The role will challenge the status quo and help lead change to ensure Children and young people in South Tyneside have the best start in life**.**

**Key Tasks of the Post**

**MAIN DUTIES**

* Provide vision and leadership and direction to the CYP and family Commissioning portfolio to ensure services across south Tyneside meet the Strategic and holistic needs.
* To provide senior line management and effective, visible leadership, to secure and sustain cultural change and to ensure that services perform well in line with the corporate agenda.
* Provide leadership, people management, development, health, and wellbeing issues and maximising the resources of the Commissioning and Quality Assurance team.
* Help drive continuous improvement, best value, and quality within services by challenging existing practice to ensure it meets with local and national professional and regulatory standards and supports the South Tyneside Pound.
* Provide guidance and support to achieve financial, legislative and policy objectives through an appropriate management ethos and culture. Make decisions and exercise professional judgement accordingly.
* To ensure the development, implementation and monitoring of service plans, policies and frameworks, including the interpretation of current and future local and national policy and guidelines relating to Childrens social Care Commissioning.
* You will work closely with the Head of service, people who use the services and their carers to develop service options, specifications, and alternative operational delivery models.
* Lead a team to develop and promote a range of commissioning activities and initiatives for children.
* Embrace and support the implementation of the South Tyneside Commissioning Collaborative, to maximise the Council’s role, function, and influence in relation to all aspects place based commissioning.
* To collect, analyse and manage contract performance data, complaint and safeguarding concerns ensuring appropriate recording and reporting.
* To contribute to the development and delivery of all aspects of Childrens Social Care contracts.
* To play a key role in the development and implementation of all commissioning and quality assurance activity, adapting a make it happen attitude.
* To develop KPIs in line with commissioning and quality outcomes.
* To Lead and support the development of service specifications to include KPIs and contractual outcomes.
* Provide senior leadership across the commissioning and quality portfolios ensure the delivery of improved service outcomes, value for money and financial savings are achieved.
* To research and bench data to inform commissioning and quality strategies and frameworks.
* To liaise with operation teams, front line services to identify gaps in service provision and map future demands.
* Support the Service Manager to deliver to the Councils Children’s Commissioning Strategy.
* To working partnership with the commissioning collaborative to bring about service transformation and or joint commissioning activity which enables the children of south Tyneside to have the best start in life and maximise their health and wellbeing outcomes.
* To ensure the highest standards of care are embedded in all contracts and that full compliance with all relevant OFSTED standards and the Council’s procurement, contract and finance standards are set out in relevant documentation and to secure best value services.
* To keep abreast of new legislation – Ofsted, NHS policy, Local Government policy, best practice and of external factors relevant to the development of health and social care services.
* Contribute and embed a contract and risk register to ensure governance and oversight of all services.
* Develop and embed a programme of routine structured audits against agreed criteria, producing factual evidence-based reports to support the quality framework. Participate where required in audit activity.
* Actively promote, develop, and sustain excellent relationships with a wide range of key strategic partners, service providers, commissioners, and other stakeholders, building effective relationships and partnerships to meet the needs of people of South Tyneside.
* Ensure that the views of those that use services, families and carers have been sought and are incorporated into the coproduction of services and service design. This includes leading the coproduction in relation to service changes and new models of service delivery.
* Champion a commitment to equality and diversity throughout the service and implement relevant anti-discriminatory policies in all aspects of the service’s work. Ensuring that all aspects of the equality’s legislation requirements are understood and acted upon with the service and beyond as appropriate.
* Ensure legislative duties are adhered to and any issues are recorded and dealt with in a timely manner.
* Have a robust understanding of performance management within the corporate framework to monitor and evaluate standards of service and performance which prioritise person centred care.
* Be creative and embrace innovation to drive through efficiency savings in the service to meet budget challenges.
* Responsible for the performance and budget management of the commissioning team.
* Ensure that corporate quality, audit, and assurance systems are in place within your portfolio.
* Prepare reports on service-related issues for Elected Members, Senior Managers and partner agencies as required in line with a reporting schedule.
* Recruit, lead, and support staff to achieve quality services, encouraging staff to develop their understanding, knowledge, and skills to ensure effective service delivery at all levels and a workforce committed to the improvement of services for children.
* Give clear direction for your portfolio and lead from the front through personal example, providing a supportive environment in which staff can learn, grow, and take responsibility by valuing diversity, celebrating equality, involving, and empowering people and encouraging innovation you will promote a clear focus and performance culture.
* Provide day to day management support to identified staff and demonstrate professional leadership skills to drive forward a programme of whole system change for Children Services, ensuring staff are clear about how their work.
* Embed place-based leadership to make a reality of our ambitions to deliver more joined up care and support that brings about meaningful improvements in population health.
* Ensure high quality reflective supervision and employee performance management is fully embedded. Ensuring that staff training needs are identified and linked into training plans and that areas of underperformance are managed in a timely and effective manner.
* Develop effective and open communication systems across a diverse range of services, which encourage staff involvement.
* A key member of the Childrens Social Care Senior Management Team and contribute to this and wider forums.
* Forge strong business relationships with other Service Managers and wider colleagues to ensure effective running of the service.
* Ensure that Council, Group and Service specific policies and procedures are adhered to.
* Shared responsibility for amendments to policies, procedures and guidance and inform new legislation.
* To provide strategic direction to the workforce and promote a consistent culture across the service areas.
* Undertake investigations with respect to complaints as required and ensure any learning is used to effect service improvement.
* To sign off complaints and freedom of information requests relative to service area.
* Work with Senior Management Team Colleagues to develop services.
* Represent the Head of service at internal and external meetings as directed. Represent the Council, on a local and regional basis.
* Undertake quality assurance monitoring with occasional out of borough travel and overnight stays as directed by the relevant Service Manager.
* To identify own learning and development needs to continually improve upon practice and to support CPD.

All employees have a responsibility to undertake training and development as required, assisting, 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; 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: NC/AG/CL

Date: 04.01.2024