

## JOB DESCRIPTION

<b>Job Title:</b>	Contracts and Quality Support Officer
<b>Band/Pay:</b>	Band 5
<b>Department:</b>	Delivery, Markets, Contracts and Quality Team

### ***Delivery, Markets, Contracts and Quality***



### **Job overview**

Establish effective links and good working relationships with care providers. These relationships should be based on partnership working and should be supportive whilst balancing the need to manage performance against standards detailed in their contracts.

Establish effective links and good working relationships with frontline and professional practice teams and staff to promote and ensure the continuous improvement of quality and performance within care homes, supported living, home care providers and across the whole market.

Establish effective links and good working relationships with Torbay Council's Strategic Commissioning Team to ensure that quality issues are addressed in collaboration with key stakeholders.

Establish effective links and good working relationships with the Procurement Team to ensure appropriate contracts are in place with all providers.

Establish effective links and good working relationships with the Care Quality Commission (CQC) and other third-party agencies.

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### **Main duties of the job**

- Assist the Contract Managers, working with Torbay Council Strategic Commissioning Team to both develop and deliver commissioning and delivery plans and monitor the quality of commissioned independent sector and Voluntary and Community Sector care providers. The role has two main parts, that of contract, and contract relationship management and the quality assurance of existing contracted services.
- Build positive relationships with stakeholders and ensure arrangements are in place to co-produce all aspects of commissioning work with relevant stakeholders, specifically clients and carers.
- The post holder is required to communicate and receive complex, sensitive, and contentious information and relay that to managers and representatives of provider organisations in a manner that promotes openness, respect and understanding.
- Provide Contract Management support to the Contract Managers including scheduling and conducting regular meetings, reviewing Key Performance Indicators and escalating any risks.
- Undertake regular quality assessments and draw up improvement action plans in partnership with care providers to meet the Trust's requirements for compliance.
- Provide support for projects which will assist with the development of relevant strategies; ensuring that they are delivered within agreed scope, budget, time scales and with identified risks.
- Support the development of options appraisals, and contribute towards service redesign, market shaping, tendering and contract management.
- To establish effective links and working relationships with front line staff, safeguarding, patient safety, infection control and other professional practice teams such as Pharmacy and Speech and language teams with a focus on quality and the health and wellbeing of our service users.

- To also work in collaboration with various internal teams and external agencies to build positive and effective relationships. These will include (*The below list is not exclusive*):
    - Providers of home care, enabling, supported living, day care, residential and nursing homes.
    - Local CQC inspectors and their manager
    - Local Health and Wellbeing teams
    - Safeguarding team
    - Local Authority Commissioners
    - Health Watch
    - The Police,
    - Safer Communities Team
    - Housing
    - Devon and Somerset Fire and Rescue Service.
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## **About your new team and department**

The Delivery, Markets, Contracts and Quality Team (DMCQ) within the Trust brings together the business functions of Adult Social Care. The team includes Data and Insights, Transformation and Cost Improvement, Arranging Support, and Contracts and Market Quality. The team works closely with operational colleagues delivering Adult Social Care and Health to the population of Torbay as well as Finance and Procurement teams. The team also has strong connections to Torbay Council's Strategic Commissioning Team working together to deliver commissioning plans.

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## **Detailed job description and responsibilities**

### ***Communication and working relationships***

- Excellent communication skills are required as the post holder will work with the Independent Sector including Home Care providers, Supported Living provides, Care Homes, Day Care services and the Personal Assistant market.
- Develop key relationships across the Trust, Torbay Council and NHS Devon to ensure effective working and the delivery of projects.
- The post holder will liaise with auditors and other inspectors approved by the Council or the trust in any investigations pertaining to the work of the team and the records held.
- To attend all relevant meetings as required.
- To deputise, as required, for the line manager and other colleagues at internal and external meetings.
- Receive, analyse and present complex information to the senior members of staff at both the Trust and Torbay Council.
- To use flexible communication approach which meets the needs of stakeholders and promotes openness and transparency.
- At all times, to ensure clear and consistent communication with individuals and other stakeholders which builds trust and maximises the effectiveness of interventions.

### ***Planning and organisation***

- To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams
- To undertake any special assignments or projects in a planned and professional manner ensuring that any work undertaken is completed within stipulated timeframes and given budget with the desired outcomes
- To manage a diverse workload in an environment of constantly shifting priorities, including complex legislative changes and operational demands
- Work autonomously within defined scope as set out by the Line Manager.
- Keeping effective contemporaneous records.
- Attend meetings and provide reports to specific deadlines.

### ***Analytical and judgement***

- Adhere to monitoring and review frameworks to ensure rigorous achievement of outcomes drawing on evaluation and other techniques.
- To maintain an awareness of the risks to the department and the Trust and take necessary action to minimise risks.
- Analyse information and make recommendations to the Contract Managers and Contracts and Market Quality Lead in relation to providers.

### ***Responsibility and accountability***

- Ensure completion of relevant reports and correspondence are completed to a professional standard and within appropriate timeframes.
- Identify risks that may threaten the implementation of commissioning intentions/plans and address or escalate them appropriately.
- To undertake any other duties that may be required to meet the demands of the service. These may be varied from time to time to meet the needs of the service.
- To take full responsibility for the development and implementation of own Personal Development Plan, and own continued professional development in those areas relevant to own role within the trust.

### ***Responsibility for patients and client care***

- Constantly ask how we can demonstrate that we have made a difference to the things that matter to local people.
- With the Contract Managers and Contracts and Market Quality Lead, engage with client groups to work collaboratively to commission the services that local people need.

### ***Policy and service responsibility***

- Develop and propose policy changes within the DMCQ team.
- To take responsibility, relevant to the post, for ensuring that Local Authority and NHS statutes and government legislation is upheld.
- Ensure that equalities issues are identified and mitigated throughout commissioning processes via the use of the equalities impact assessment and other relevant tools.
- To ensure that the duties of the post are carried out in accordance with the Health and Safety at Work Act 1974, the Data Protection Act 2018 the Federation Against Software Theft Guidelines, the Trust's IT standards, The Computer Misuse Act 1990, The Trust's equal opportunities policies, The Trust's security policy, the Freedom of Information Act 2000 and other

relevant legislation, as well as general Trust policies, procedures, Standing Orders and Financial Regulations.

***Responsibility for finance, equipment and other resources***

- Ensure value for money is obtained at all times, contributing to the Trust's annual budget plan and ensuring any identified savings and efficiencies are delivered.
- Ensure service specifications include the development of financial models which are subject to independent scrutiny and review.
- Assist in the process of commissioning services for the Trust.

***Responsibility for supervision, leadership and management***

- Assist in the design and implementation of structural changes as required.
  - Allocation of work to junior members of the team.
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## PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent experience in a relevant field.</li> <li>Evidence of recent professional or personal development.</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>Experience of commissioning or procurement or contracts or quality assurance in a public sector setting.</li> <li>Experience of using data and management information, needs assessment for commissioning, performance management and monitoring and review reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working collaboratively in a complex commissioning environment.</li> <li>Experience of working in a Local Authority or NHS Setting.</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>Communication skills with staff at all levels of the organisation and the ability to tailor the information to the specific audience.</li> <li>Ability to receive and process complex information.</li> <li>Ability to present complex information to the senior members of staff.</li> </ul>	
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>Open plan office environment.</li> </ul>	

<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Ability to drive/travel, attendance at occasional face to face meetings.</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Light physical effort, mainly sitting.</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Occasional emotional effort required when liaising with client groups.</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Frequent concentration required for example checking service specifications and analysing data.</li> <li>• Frequent interruptions due to the nature of the work, changing priorities and queries from other team members.</li> <li>• Ability to spend long periods of time handling and manipulating complex data sets.</li> <li>• Frequent need for prolonged concentration and input in high profile arenas where the post holder is expected to provide high level information and data.</li> </ul>