

## Job Description

**Job Title:** Quality and Performance Officer

**Job number:**

**Grade:** Scale SO1

### Overall purpose of the job

The purpose of this role is to support the Adults's Commissioning, Contracts, Brokerage Team to collect, produce and analyse, management information/data, to report on performance and assess risk across adult's social care services, with particular focus on the quality of care service delivery.

To provide project management support across the service with regard to provider and contract management including the contract tender process.

### Main accountabilities

	<b>Main accountabilities</b>
1.	The purpose of this role is to support the Adults's Commissioning, Contracts, Brokerage to collect, produce and analyse, management information/data, to report on performance and assess risk across adult's social care services, with particular focus on the quality of care service delivery. To provide project management support across the service with regard to provider and contract management including the contract tender process
2.	To develop and maintain provider profiles including analysis of spend and viability of service providers across Adult's Social Care services.
3.	To undertake horizon scanning to contribute to the strategic direction of the service. To support the development of strategies and the implementation of new ways of working in line with best practice and legislative change
4.	To analyse the care population including demographics, placement disruptions, multiple moves, placement spend and interpret strategies for prevention to inform future service need and support social work approaches.
5.	To design, develop, administrate and present evidence based intelligence and information through appropriate IT systems, to a range of audiences both inside and outside of the Council.
6.	To ensure that there are clear plans to deliver specific projects and where appropriate, support the delivery of projects, assisting colleagues to fulfil their responsibilities within designated timeframes.
7.	To oversee and develop all areas of data management and recording to ensure it is effective, compliant and meeting the needs of the team whilst improving performance; taking a strategic overview of data analysis and production across the service and linking key areas of work to support efficiencies.
8.	To develop and maintain relationships with other services within the Council and external partners, to ensure that the service maintains a leading edge with regard to strategic performance
9.	To carry out any other duties which fall within the broad spirit or scope of the role.
10.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. To maintain an awareness of the political environment in which the Council operates and to consistently display the Cambridgeshire behaviours expected of every member of staff.

### Safeguarding commitment

We are committed to safeguarding and promoting the welfare of vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
3 A-Levels GCSE's in English and Maths		Essential
Key skill Level 5 or above: Higher Degree, Master's Degree, professional qualification		Desirable
Project Management qualification	PRINCE 2 or similar	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Understanding of current social care issues.	Adult Social Care issues at a local and national level.	Essential
Understanding of safeguarding issues	Awareness of CQC regulations, and quality standards	Desirable
<b>Skills</b>		
Excellent IT skills	Including use of all Microsoft Office packages, especially Excel	Essential
Ability to use database systems and investigate alternative systems that may be useful to the service		Essential
Excellent report writing skills		Essential
Attention to detail, inquisitive and ability to interrogate data/intelligence.		Essential
Project management skills and expertise.		Desirable
Excellent time management and organisational skills		Essential
Effective communication skills that are clear and persuasive both orally and in writing.		Essential
<b>Experience</b>		
Experience of working in a Adult Social Care environment		Desirable
An understanding of software applications in order to identify their potential in supporting the team function.	Microsoft Word, excel and PowerPoint and other IT applications knowledge and experience of using at intermediate or higher level.	Essential
Experience of operating in a demanding performance driven environment.		Desirable

<b>Equal Opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
<b>Safeguarding</b>	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of vulnerable adults.	Essential