

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Contract Monitoring Officer

Adult Social Care, Commissioning & Quality – People Directorate

Thank you for your interest in this role. Our vision at West Northants Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide a comprehensive monitoring and contract management service that focuses upon the quality of support and care within the Council commissioned services for vulnerable adults (both younger adults and older people), carers and communities; to ensure best practice, the safeguarding of individuals and maintain individual health and wellbeing.

To ensure contract compliance, raise quality and standards within commissioned services in accordance with specified contract requirements, service outcomes, national standards and legal requirements.

CQO Job Description:

The Adults, Communities and Wellbeing Directorate commissions, arranges and provides services for vulnerable adults and their carers to meet their assessed needs in accordance with legislative requirements and Council policy. Our services work alongside health, Local Area Partnerships, housing and housing developers, the voluntary sector and a wide range of providers to keep people with social care needs living as independently and healthily as possible and to promote the wellbeing, achievement and life chances for all adults.

The commissioning function is responsible for ensuring we can meet the immediate and future trajectory of needs for the County's adults and for developing overarching commissioning strategies and joint arrangements with key stakeholders and partners to help prevent and meet needs with good quality cost effective services. The service needs to look constantly at how it can best deliver improved outcomes for communities and people within a consistently constrained financial environment.

Adults, Communities and Wellbeing Directorate is responsible for the assessment, care planning and review of vulnerable children and adults in West Northants. Safeguarding and enhancing life chances will be the core of this Directorate's work.

The Commissioning, Quality and Outcomes service has three key market areas of focus in relation to its contracts and quality monitoring:

• Older people services:

About 50% of all clients are over 65 and the service has the fastest rising over 65 population of any county. This area will be responsible for residential and nursing care and home care for our elderly as well as looking at the developing market for extra care and other new areas. Over 65 care placements are made in high volume and increasingly we will work with health to grow joint frameworks that focus on preventing and delaying need as well as ensuring good quality long term care at a reasonable price.

• Inclusion services:

Inclusion services covers all working age adults and some of our most complex and challenging clients. Care in this area can often be high cost, hard to source and complex. The service will cover cohorts across Learning disability 18 plus, Autism, Physical disabilities and mental health. Future plans will require close working with health and children's services to ensure that we are focused on prevention and strengths based commissioning as well as long term support services and accommodation that meets national agendas such as "transforming care" and recognises not just the complex needs of the clients but their desired life outcomes and how they want to live.

• **Joint Provider and Community services**

We will increasingly need to work with providers and partners, specifically health, to deliver the services and to support more people to remain at home and independent. This will require new ways of working and commissioning and using the combined knowledge of health, public health and adult's social care to develop new support models and get the best from providers. This areas will focus on cross cutting services, opportunities for integration and community development and bringing together the people, place and community aspects of future provision. The services in scope community and provider development, equipment, carer's contracts and advocacy contracts as well a public health contracts.

Contract Monitoring Officers are responsible for monitoring commissioned services in terms of their compliance and quality for vulnerable adults, carers and communities across West Northants.

The key objectives are:

- To develop, manage and maintain contractual monitoring arrangements with service providers; this includes target setting and performance measurement, and ensures that value for money is achieved from contracted services.
- To take the lead in ensuring quality in contracted services by following Safeguarding procedures which may include monitoring, reporting and investigating complaints from service users, adults, families, carers and staff.
- To work collaboratively with providers where improvement plans are required to ensure that issues are addressed, they are supported to improve and that they access support and good practice to make them viable and competent going forward,
- To contribute to the development of commissioning strategies and service models for service provision for vulnerable adults, carers and communities across West Northants.
- To develop and manage positive business relationships with service providers to ensure best value and quality of care is provided for adults, carers and communities.
- To ensure that the Council's contractual requirements are properly specified and communicated to care providers.
- To consider best practice and help providers take up proven models, new innovation and support to keep their services up to date and of good quality.

Accountable to:

This role is accountable to the Quality Improvement Manager, responsible for the direct line management of the Contract Monitoring Officers. The role sits within Adult Social Care, part of the People Directorate in West Northants Council.

Responsibilities:

1. To take the lead role in effectively monitoring the quality and effectiveness of contracted services. These systems will include quality audits, reviews and improvement plans for services and providers in relation to local and national objectives improving outcomes for the quality of life for service users and customers.
2. To carry out planned or unannounced visits to commissioned services in order to assess the quality of the service provided and to observe and monitor customer/service user satisfaction. This will include site visits and face to face meetings with service users, families, staff and stakeholders.
3. To identify serious and urgent risks within contracted services, and to agree improvement plans where appropriate, or escalate urgently concerns to line managers as appropriate.
4. To fully record all contract monitoring activities, agreed action plans, safeguarding concerns and remedial actions.
5. To take the lead in developing and disseminating good practice across providers through forums and other sources of communication. This may involve liaising with other authorities and agencies.
6. To ensure that all contracted providers provide the Council with information as required in the Council's performance indicators.
7. To contribute to the development of any new procurement or monitoring process carried out by the Commissioning, Quality and outcomes division.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:		Essential / Desirable	Measured by
Interpersonal skills	High level of interpersonal skills with the ability to liaise with, form and sustain relationships with stakeholders, organisations and service user/customer groups.	Essential	A, T, I, P, D
Plans and Reports	Report writing and verbal reasoning ability.	Essential	
Facilitation	The ability to chair meetings ensuring the engagement and participation of all attendees which may include an individual or group of vulnerable adults, or carers.	Desirable	
Problem solving	Understand the issues and challenges facing individuals accessing support and care services	Essential	
Workload management	Able to work under pressure, achieve deadlines and continuing prioritisation of workload based on risk analysis.	Essential	
Working alone	Able to work on own initiative, seeking advice when appropriate.	Desirable	
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.			A/T/I

Knowledge:		Essential / Desirable	Measured by
Understanding of the relevant legal, commercial, operational, and social community aspects of service delivery	Working within provider and stakeholder organisations to ensure compliance with statutory responsibilities for Care provision and addressing issues with partners in a constructive but compliant way	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experience of working with providers or quality monitoring of providers	Essential	A, T, I, P, D
Knowledge of national standards and legislation and current policy relating to support and care services	Essential	
Experience of working in a commissioning or contracting environment	Desirable	
Experience of working in an environment related to at least one of the vulnerable groups covered by the Commissioning, Quality and Outcomes function	Essential	
Experience of analysing, collating information and communicating to others.	Desirable	
Have a commitment to ensuring service user and customer involvement within the services	Essential	

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A level standard or equivalent experience in commissioning	Desirable	A, T, I, P, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check, Professional Registration where applicable, Non police personnel vetting, Disqualification from Caring

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	07	Worker type:	Part Flexible
Salary range:	£34,805	Budget responsibility:	
People management responsibility:	Quality Improvement Manager		

Working conditions & how we work:

To ensure contract compliance, raise quality and standards within commissioned services in accordance with specified contract requirements, service outcomes, national standards and legal requirements.

Commissioning Quality and Outcomes Officers are responsible for monitoring commissioned services in terms of their compliance and quality for vulnerable adults, carers and communities across West Northants.

We work part flexibly which involves working from One Angel Square, within the locations of provider services and work from home up to 2 days a week.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

