



Contract Quality and Outcomes Officer

Salary:	£37,035 - £39,513
Pay Band:	NNCBAND06
Working Hours:	37 hours per week
Service Area:	Adult Social Care
Responsible to:	

Main Purpose

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

- Older people services:
- Inclusion services:
- Joint Provider and Community services

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 North Northamptonshire Council policy. Our services work alongside health, district and borough councils, 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 North Northamptonshire Council'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 customer groups of the population within a consistently constrained financial environment.

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

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 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 North Northamptonshire.
- 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 North Northamptonshire 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.

Role Responsibilities

- To take the lead role in effectively monitoring the quality and effectiveness of contracted services. These systems will include quality audits, review 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.
- To support budget holders in monitoring budget spend including forecasting and market trends, ensuring value for money is achieved through contracted services.
- 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.
- 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.
- To fully record all contract monitoring activities, agreed action plans, safeguarding concerns and remedial actions.
- 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.
- To ensure that all contracted providers provide the Council with information as required in the Council's performance indicators.
- To contribute to the development of any new procurement or monitoring process carried out by the Commissioning, Quality and outcomes division.

Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Safeguarding Commitment

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



Person Specification - Contract Quality and Outcomes Officer

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Educated to A Level Standard or equivalent experience in commissioning	
Experience and Knowledge	<p>Knowledge of national standards and legislation and current policy relating to support and care services.</p> <p>Experience of working with providers or quality monitoring of providers.</p> <p>Experience of working in a commissioning or contracting environment.</p> <p>Experience of working in an environment related to at least one of the vulnerable groups covered by the Commissioning, Quality and Outcomes function.</p> <p>Understanding of the relevant legal, commercial, operational, and social community aspects of service delivery.</p> <p>Experience of analysing, collating information and communicating to others.</p> <p>Have a commitment to ensuring service user and customer involvement within the services.</p>	An understanding of and commitment to Health and Safety.
Ability and Skills	<p>High level of interpersonal skills with the ability to liaise with, form and sustain relationships with stakeholders, organisations and service user/customer groups.</p> <p>Report writing and verbal reasoning ability.</p> <p>Understand the issues and challenges facing individuals accessing support and care services.</p> <p>Able to work under pressure, achieve deadlines and continuing prioritisation of work load based on risk analysis.</p>	<p>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.</p> <p>Able to work on own initiative, seeking advice when appropriate.</p>



Equal Opportunities

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Safeguarding

Demonstrate an understanding of the safe working practices that apply to this role.

Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Health & Safety

Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

Disclosure Level

What disclosure level is required for this post?			
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Standard	<input type="checkbox"/> Enhanced	<input type="checkbox"/> Enhanced with barred list checks

Our Values and Behaviours

Our values define who we are and how we operate, by forming the foundation for how we interact with our customers, colleagues and provide our services. They are also at the forefront of our decision making and delivery and include:



Our Key Commitments

Our key commitments help ensure that the priorities we make, now and in the future, maintain the necessary breadth of focus in those areas that we believe matter most.

Our key commitments are:

- **Active, fulfilled lives:** We will help people live healthier, more active, independent and fulfilled lives.
- **Better, brighter futures:** We will care for our young people, providing them with a high-quality education and opportunities to help them flourish.
- **Safe and thriving places:** We will enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment:** We will take a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities:** We will ensure our communities are connected with one another, so they are able to shape their lives and the areas where they live.
- **Modern public services:** We will provide efficient, effective and affordable services that make a real difference to all our local communities.

Why choose us?

We offer a fantastic working environment including diverse and active staff networks, great flexible working opportunities and well as many other benefits, you will:

- Receive a generous annual leave allowance.
- Have access to our Employee Assistance Programme which offers a confidential service for employees and their families 24 hours a day / 7 days a week. The programme provides expert advice and counselling in areas such as finances, family and personal problems, work issues, health related problems, childcare and consumer rights.
- Join the Local Government Pension Scheme (LGPS), which is a tax approved occupational pension scheme with a generous employer contribution rate, immediate life cover and ill-health protection. Benefits are based on the length of your membership and final salary.

We are proud to be a recognised Disability Confident Employer and is committed to providing an inclusive recruitment process and will offer an interview to disabled applicants who meet the essential criteria for the role.

