

Job Description

Job Title:	Contract Quality and Outcomes Officer
Grade:	NNCBAND05
Service Area:	Adult Social Care, Commissioning Quality & Outcomes

Overall Purpose of the Job

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.

Service Overview

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, 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 response 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 customer groups of the population 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 Northamptonshire. 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.

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- **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, 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 area 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 as 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 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 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 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 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.

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Main Accountabilities

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1.	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.
2.	To support budget holders in monitoring budget spend including forecasting and market trends, ensuring value for money is achieved through contracted services.
3.	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.
4.	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.
5.	To fully record all contract monitoring activities, agreed action plans, safeguarding concerns and remedial actions.
6.	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.
7.	To ensure that all contracted providers provide the Council with information as required in the Council's performance indicators.
8.	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.

Person Specification

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 workload 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>

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ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
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

Work Type

What work type does this role fit into?			
<input type="checkbox"/> Fixed	<input checked="" type="checkbox"/> Flexible	<input type="checkbox"/> Field	<input type="checkbox"/> Home