

Role Profile

Job Title:	Contract monitoring and Quality Assurance Officer
Location:	Colindale
Department:	Care Quality
Directorate:	Adults, Communities and Health
Grade:	I
Type of Working:	Hybrid
Reports to:	Care Quality Service Manager

1. Job Purpose:

- The purpose of the Contract Management and Quality Assurance Officer (CM&QAO) role is to ensure that quality services are delivered across Barnet by providing quality assurance and improvement support to the statutory and voluntary sector contracts.
- CM&QAOs will work with commissioned providers and advice, support, and challenge care service delivery to help them to comply with regulations, meet essential quality and safety standards and develop better quality and cost-effective services, in order to improve the quality of life for people receiving care in Barnet.
- CM&QAOs will work at an operational level to ensure contractual compliance, quality and safeguarding of service users is promoted. Where required to work with Care Quality Managers to ensure that any corrective actions are adhered to and complied with and oversee provider improvement and suspension policy is in place and enacted upon.
- The role is there to promote the principles of a learning organisation encouraging the learning and implementing the best practice, policy and regulatory frameworks and offer support and advice around procedures and systems.
- Work closely and collaboratively with other services in Adults and Health to support commissioned services in applying appropriate and effective systems and procedures in areas such as complaints/incident management, safeguarding, risk management, business continuity planning, staff and financial management, health, and safety, etc.
- Ensure compliance with the service's agreed contract specifications, standards and processes and operate within the context of the service priorities and principles

of increasing user choice and control over the services they receive. These priorities focus on meeting the four social care outcomes:

- Enhancing the quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

2. Key accountabilities:

- To work in partnership with care services delivery, finance and invoicing teams, Joint Commissioning Unit and Care Quality team in Adult and Health, and with NHS colleagues to ensure compatibility of contracts and service level agreements and budget monitoring
- To review contracts and contract T&Cs and specifications agreements through appropriate management, monitoring and contract compliance systems. To ensure care providers are contractual compliant and ensure where they are not compliant that action is taken to remedy non-compliance
- Ensure full compliance with statutory regulations, policies, procedures, best practice and professional standards within Adults and Communities, and those of relevant partner agencies such as Health.
- Take responsibility for promoting, monitoring, and safeguarding the welfare of adults at risk. Ensure the team and all care providers are fully compliant with the Pan-London and sub-regional protocols and Barnet safeguarding standards in relation to timescales, alerts, investigations, protection planning, recording and audits.
- To liaise with professionals, undertaking investigations as necessary to ensure the service meets agreed standards and have necessary safeguards to protect vulnerable clients
- Working in collaboration with providers and via range of engagement activities such as monitoring visits to monitor the quality of their service deliver to identify and rectify any shortfalls in compliance or best practice and contracts deliver value for money
- To undertake audits of providers where required due to quality concerns
- To deliver responsive, targeted, and proportionate support and advice to commissioned providers where potential service weaknesses come to light. This could be from complaints, incidents, alerts from regulatory or professional bodies, social care teams or family members
- Preparation of robust and timely service delivery improvement action plans as required in collaboration with provider, monitoring visit reports with the corrective action where

necessary to improve services and helping them meet the requirements under the contractual framework

- Lead relationship management with providers, including leading on contract management meetings. Lead on the quality assurance process for providers, supporting providers to complete agreed performance framework, self-assessment, reviewing progress, raising concerns, and working with the provider to make improvements.
- Ensure relevant risks are appropriately identified, recorded, and managed in a consistent and planned fashion in accordance with service practice and standards and concerns are reflected in the contract management framework risk log
- To support senior management with any necessary action required to manage Provider Failure. To offer support and advice to providers failing to meet standards and make recommendations, contingencies to ensure they are delivering sustainable service improvements and exit strategies where standards cannot be achieved. • Maintenance of Contracts' Register and approved provider lists with support from the Contracts Officer and Commissioning/ Procurement teams. To ensure contracts and service level / placement agreements are signed, sealed, and stored in the Contracts Repository. To facilitate the supplier setting up process to enable payments.
- To contribute to the mobilisation and implementation of service specifications in partnership with professionals, service user and their representatives and other stakeholders. These will be implemented with guidance from the Joint Commissioning Unit (JCU) and Care Quality Manager, Procurement and Legal Services.
- To support with any information required to respond to FOIs, Members Enquires and to work with the Complaints and Representation Lead to ensure that the council meets its statutory requirements
- To manage and lead on service complaints and quality alerts and escalate to appropriate team manager where necessary. Maintain progress logs as necessary and lessons learnt are implemented
- To be responsible for checking and managing monthly payment schedules against budget spreadsheets or equivalent systems to ensure that rates are accurate and to advise the budget holder and budget manager of any discrepancies.
- To work closely with colleagues in other London authorities, to be actively involved in sharing day to day market intelligence to cross authority services and to contribute to the implementation and monitoring of Pan London contracts where applicable
- To support and work with Care Quality Managers in setting up and maintaining various engagement forums and to promote good communication, information sharing and partnership working

- To promote learning amongst the community, encourage “champions”, development programmes, etc. to share best practice and promote the principles of a learning organisation
- Work closely with the Workforce Development Team to ensure learning and development opportunities are communicated and well understood.
- No direct budget holder responsibilities. To assist Care Quality Manager to maintain budget forecasts and payment schedules
- To ensure that customer care is maintained to the agreed standards according to the council’s values. To ensure that a high level of confidentiality is maintained in all aspects of work.
- Support the delivery of high-quality performance and provide value for money with minimum risk. Deliver an outcome-orientated service that maximises productivity and throughput to make best use of finite resources.
- Support the Team Leading in implementing rigorous and effective performance management processes to drive forward service improvements, including managing, monitoring, and reporting on service performance standards
- Ensure that outstanding customer service is being delivered on a day-to-day basis in line with corporate and service standards.
- Work flexibly and respond positively to changing business and user needs and carry out any other duties within the scope of the nature and grade of the post.

To deliver the council’s commitment to equality of opportunity both in the provision of services and as an employer. All staff are expected to promote equality in the workplace and in the services the council delivers.

- Ensure all communications are clear, effective, and appropriately targeted in compliance with communication corporate standards. Deal effectively and professionally with challenging service users, stakeholders, partners, and agencies.
- Support the Care Quality Manager to work closely with social care teams, Health, and other partner agencies to ensure that business activities are appropriately integrated and joined up and the needs of the service users and carers are met, both now and for the future.

3. Financial Responsibilities:

Apply the principles of sound financial practice necessary to operate within defined budget limits. Promote a culture of value for money and sound financial practice within the team.

4. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	Contract Monitoring and Quality Assurance Officer
Location:	Colindale
Department:	Care Quality
Directorate:	Adults, Communities and Health
Grade:	I
Type of Working	Hybrid
Reports to:	Care Quality Service Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
GCSE English and Maths grade C and above (or equivalent)	Essential/Desirable	Application/Interview
Experience & Knowledge		
Experience of working in a social care, health , housing or related field	Essential/Desirable	Application/Interview
Experience of managing supplier relationships and /or contracts, including managing poor performance	Essential/Desirable	Application/Interview
Experience of managing conflict and mediation	Essential/Desirable	Application/Interview
Experience of working collaboratively with a variety of people and professionals across organisational boundaries	Essential/Desirable	Application/Interview
Experience of quality monitoring and compliance	Essential/Desirable	Application/Interview
Skill & Ability		
Basic knowledge and understanding of regulatory , contractual and good practise frameworks relevant to quality and compliance across social care providers	Essential/Desirable	Application/Interview
Knowledge of the service area and relevant working systems, equipment and /or IT software (including Office and Excel)	Essential/Desirable	Application/Interview
Analytical skills, including an ability to develop, gather and interpret performance information to ensure quality and value	Essential/Desirable	Application/Interview

Ability to manage a broad and varied workload, sometimes with conflicting demands, prioritising work to meet timescales and deadlines set	Essential/Desirable	Application/ Interview
Ability to work both autonomously and effectively in a team showing strong interpersonal skills to maintain positive and productive relationships.	Essential/Desirable	Application/ Interview
Ability to manage negotiations and demonstrate influencing skills based on technical or professional expertise	Essential/Desirable	Application/Interview
Ability to build and maintain effective working relationships both internally and externally at all levels within an organisation	Essential/Desirable	Application/Interview
Excellent communication and engagement skills, both oral and written	Essential/Desirable	Application/ Interview
Values & Behaviours (only include those that are relevant to the role, must have at least 1 behaviour per value)		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview

Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview