

## Job Description

<b>Job title:</b>	<b>Quality Assurance and Contract Compliance Assistant</b>
<b>Grade:</b>	<b>Bexley06</b>
<b>Management Group:</b>	<b>Adult Social Care &amp; Health</b>
<b>Department:</b>	<b>Safeguarding Adults Team</b>
<b>Section:</b>	<b>Quality Assurance &amp; Contracts Compliance</b>
<b>Reports to:</b>	<b>Quality Assurance and Contract Compliance Officer</b>

## Functional links with:

**Internal:** Professional Standards Academy, Deprivation of Liberty Safeguards service, social workers/Care Managers, Occupational Therapists, District Nurses, GPs, Allied Health professionals, Housing, Environmental Services, and Children's Social Services.

**External:** Include but not limited to: Bexley Council Departments, NHS South East London Integrated Care System One Bexley (Pathways), Third Sector Voluntary Agencies, Regulated service providers, Housing Associations, Landlords and Solicitors.

## Main purpose of the job

The Quality Assurance Team is part of the Adult Safeguarding Service and sits within Adult Social Care. It is responsible for the monitoring of quality of care provided across Bexley, both within commissioned care agencies as well as services provided including visiting out of borough locations.

- To support the Quality Assurance Team to ensure that services are delivered through all commissioned services, including those linked to Local Care Networks and wider Pathways Programme, to deliver high standards of support for people across Bexley.
- To provide support for wider Contract Management through QA Officers, the Brokerage, Commissioning Manager and Contract Manager for Pathways. This will include contract monitoring of adult care services in partnership with the independent sector, including new arrangements that fall within Pathways developing arrangements.
- Oversight and Quality that service providers have strengths-based and personalised support plans for service users, their informal carers and other appropriate people, which will maximise their independence, help them live in the community for as long as possible or assist them to move into more appropriate accommodation.
- To support service providers, particularly under new arrangements for delivery of Homecare services, to identify and resources and models of service delivery that enable them to apply the best support options that fit the assessed needs of people accessing services and which promote their preferred lifestyle choices.

- To support the Quality Assurance Team to ensure that services are delivered within the Councils Framework of Quality Standards.

### **Major Duties and Responsibilities:**

- To maintain a primary focus on the quality-of-service delivery to providers
- To establish and develop effective working relationship and productive partnerships with all the relevant partners, including those in Adult Social Care, Bexley ICB, the Care Quality Commission and Provider organisations.
- Maintain a Risk Matrix and issues logs, which are weekly updated, and is based on key areas of information/intelligence and report such as CQC Inspection outcomes, Regulation 18 notifications, safeguarding concern outcomes and complaints – ensuring this is regularly reviewed and up to date.
- To maintain oversight of formal complaints made against service providers along with response times, escalating issues affecting performance if necessary.
- Provide regular analysis of the Risk Matrix, and Issue Log to identify emerging patterns or reoccurring themes which would need to be escalated accordingly.
- Provide overview of key issues affecting service quality of contract concerns to the Quality, Commissioning and Safeguarding Forum (QCS).
- To organise and support any 'Stage 1' arrangements under the existing Escalating Concerns protocol.
- To provide direct support to the QA Officers in all aspects of the quality monitoring of Care Providers and services delivered to Bexley Residents. This will include a key focus on ascertaining the lived experience of people using services, identifying need for further action/enquiry where necessary.
- To support QA officers with the (ECM) Electronic Call Monitoring using the (RAG) Red Amber Green system. Engaging with service providers as necessary to ensure full compliance.
- To organise and participate in regular provider focused events and other similar forums of public/service engagement.
- To provide support to Quality Assurance Officers and the Quality Assurance and Contracts Manager in investigating and/or responding to formal complaints or areas of concern in relation to service provision across Bexley.

**Resources – Car driver / DBS**

### **Job Activities:**

- To organise/co-ordinate and participate in contract monitoring forums as well as Stage 1 (Provider Concerns) meetings.
- To monitor/review Key Performance Indicator submissions from all providers, highlighting any providers failing to meet contractual requirements.
- To identify and alert any safeguarding issues through established reporting arrangements.
- To participate and provide support to any relevant statutory safeguarding adults enquiries.
- To support QA Officers undertaking planned and responsive quality monitoring visits to services as required. This will entail undertaking direct visits to care homes, and care provider locations

in and out of Borough to review care delivery, recording practices and user experiences as well as other focused areas of quality oversight of care delivered.

- To prepare/support development of formal outcome reports following visits to care providers.
- To elicit feedback from service users, relatives and service user's representatives of their experience of care delivery by attending regular relatives' meetings, resident forums and through visiting people in their own homes. Develop additional means to gather views through medium such as questionnaires/surveys etc as may be required and to work in conjunction with the newly developing 'Quality Checkers' arrangements
- To contribute to working practices and processes that maximise the use of new technology to ensure efficient and effective deliver of Quality Assurance and wider team services.
- Develop and maintain systems, Excel, word, outlook, SharePoint, liquid logic, to measure performance against set targets and performance indicators.
- To be fully conversant with the Council's business process so that the appropriate advice and support may be given to managers.
- To participate in training as necessary to develop knowledge and skills and wider practice competencies.
- To create and distribute newsletters and other forms of engagement with service users/care providers as appropriate.
- To ensure that key business contact lists are reviewed and maintained to ensure effective and GDPR compliant communication with care providers.
- To lead on establishing/promoting forthcoming community activities, engagement opportunities and events relevant to the care sector.
- As the role develops, additional duties commensurate may be added as agreed with your line manager

## Person Specification

**Management Grouping:** Adult Social Care  
**Department/Section:** Safeguarding adults  
**Job title:** Quality Assurance and Contract Compliance Assistant

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (See Key)
(a) <b><u>Education and Formal Training</u></b>		
A relevant qualification in a social or health care profession is preferred or relevant professional experience.	D	A
Car user and access to a vehicle	D	A
A good standard of education	E	A

<p><b>(b) <u>Relevant Technical Experience and Knowledge</u></b></p> <p>Experience of working in a social care setting or relevant professional experience.</p> <p>Experience of reviewing and monitoring service activity data</p> <p>Experience of liaising with people at all levels within either the Council or other health, social care or voluntary organisations</p> <p>Experience of inter-agency working</p> <p>Demonstrate a commitment and understanding to the protection and safeguarding of service users.</p> <p>Experience of influencing and negotiating with external agencies</p> <p>Experience of meeting deadlines and time limits.</p> <p>A good knowledge of the needs of older people and younger adults who have a physical or sensory impairment, in particular a thorough understanding of “categories” of care needs.</p> <p>Knowledge of the needs of carers.</p> <p>Experience of arranging events</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>(c) <u>Skills &amp; Abilities</u></b></p> <p>Demonstrates an awareness of the protection and safeguarding of vulnerable adults</p> <p>Ability to work alone and unsupervised at times whilst still maintaining and supporting the work undertaken as part of the team</p> <p>Ability to manage and prioritise competing demands and the capacity to use supervision effectively</p> <p>Be able to commute as required across the borough to attend visits and meetings. Also, out of the borough as and when required.</p> <p>A full DBS check will be required.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>A</p> <p>A</p>

**Selection Method Key:** A = Application

I = Interview

T = Ability Test

### High Performance Indicators:

<b>Post Title:</b> <b>Quality Assurance and Contract Compliance Assistant</b>		<b>Job Family:</b> <b>Customer Facing</b>	<b>Grade:</b> <b>BEXLEY06</b>
High Performance Indicators	Level	Description	
Change and Innovation	C	I actively seek new ideas and opportunities to challenge the status quo, I generate solutions to improve performance I help others to adapt to and implement change I borrow good ideas from other organisations and adjust them to my customer or service area	
Communicating and influencing	C	I use a range of influencing techniques, sometimes using more than one to work towards my goal I prepare and present information anticipating questions and problems I convey complex information to a varied audience I emphasise risks / benefits	
Achievement, Drive and Ownership	C	I continuously ask, 'how could I make this better?' to ensure I adapt and make improvements	
		I actively seek opportunities to develop myself I set myself stretching targets I look ahead and identify potential problems and take actions to manage them	
Customer Orientation	B	I monitor customer feedback and level of satisfaction with the service they receive I make myself available to customers, ensuring they know how to contact me I take responsibility for correcting customer concerns promptly, without judging others I offer ideas to enhance the development of customer centred services / solutions I seek to build and maintain positive relationships with customers	

Partnership Building	B	<p>I help ensure there is a common understanding of responsibilities / expectations</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I encourage contributions from others to help reach the best conclusion</p>
Leadership	B	<p>I set a clear direction and maintain focus</p> <p>I translate strategies into understandable objectives and action plans</p> <p>I work with individuals to set clear performance objectives</p> <p>I encourage and support team members to solve problems</p> <p>I openly celebrate our achievements within our team and with others</p> <p>I use coaching to help others critically and honestly assess their performance, to develop others and to encourage ownership</p> <p>I provide timely feedback to others on performance and progress</p> <p>I ensure development needs are met</p>
Political Awareness	B	<p>I recognise organisational and group norms and customs</p> <p>I apply my understanding of how things are done to deliver services and work effectively with others</p> <p>I deal with Members queries appropriately</p> <p>I reinforce political protocols with others, where appropriate</p>
Breakthrough Thinking	B	<p>I take a fresh look at situations to identify potential opportunities or issues</p> <p>I conduct research to gain evidence prior to making a decision</p> <p>I make decisions and clear recommendations based on a range of information</p> <p>I probe to find the underlying cause of an issue</p> <p>I look for gaps or inconsistencies in information, and investigate further to clarify the situation</p> <p>I integrate risk and contingency into decisions and plans</p>
Using Technology	B	<p>I use relevant technology to improve my own work productivity</p>

Professional Knowledge	C	I am able to perform all areas of my own professional specialism I keep up to date on developments
Understanding Regulatory Requirements	C	I keep abreast of internal requirements and external legislation changes as they relate to work / service, and assess the likely impact

**Applicants will be assessed against these criteria and high-performance indicators throughout the recruitment process**