

Job Description and Person Specification

Quality Assurance Officer

Job Details	
Grade	GRD7
Service	Strategic Commissioning
Location	City Wide
Job Evaluation Code	Y5752D

About Coventry City Council
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To evolve and support continuous improvement in the quality of care in the provider market in Coventry. Working with providers, social work teams, partner agencies and engaging with people receiving care and support.</p>

Main Duties & Key Accountabilities
<p>Managing quality concerns, safeguarding enquiries, complaints and contractual non-compliance in a professional manner, advising providers and agreeing</p>

corrective action.
Reviewing the quality of care services for younger and older adults, including visits to providers.
Providing support and advice for Contracts Officers relating to care quality and provider performance, and authorising quality assurance reports.
Attending provider-related and wider strategic meetings and presenting information to inform decision-making.
Leading and project managing initiatives to improve the quality of care and support delivered to people drawing on care and support.
Engaging with individuals from all backgrounds to inform and influence quality of care services. Championing inclusive commissioning by ensuring services reflect the needs of Coventry's diverse communities.
Implementing effective reviewing procedures and undertake contract monitoring to determine compliance.
Maintaining and developing good working relationships with providers, people drawing on care and support, operational colleagues, Integrated Care Board and other agencies.
Leading the Quality Peer Support Process and supporting the Provider Escalation Process, including writing reports and following up on improvement actions.
Collaborating with commissioning colleagues across health and social care to support market development initiatives and strategies focusing on quality, affordability, and sustainability.
Working with stakeholders to ensure their input into quality assurance, supporting customer and provider engagement processes, and providing intelligence to inform decision-making.
Writing quality assurance reports and wider strategic commissioning reports. This includes analysis of data to identify trends.

Key Relationships

External:

Care Quality Commission
 Service providers
 Integrated Care Board
 Coventry and Warwickshire Partnership Trust
 University Hospital Coventry and Warwickshire
 External agencies

Internal:	Commissioning colleagues Health and social care teams Safeguarding Lead
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Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

None

Person Specification

Requirements

Knowledge	Knowledge of the Care Act (2014) and an understanding of adult social care services, Care Quality Commission and the factors influencing service delivery.
	Knowledge of contractual processes, quality assurance, contract monitoring and the principles of market management.
	Knowledge of Coventry's demographics.

Skills And Ability	Ability to analyse a range of service and performance information, drawing conclusions and making recommendations for service improvements.
	Skill in reviewing and monitoring services against specified requirements, identifying and mitigating for risk and bringing about improvements.
	Competence in investigating complex complaints and safeguarding concerns and drawing fair and balanced conclusions making appropriate recommendations for service improvement.
	Ability to communicate clearly and effectively, both orally and in writing, including the preparation and presentation of clear, concise reports and statistical information.
	Excellent interpersonal, negotiating and influencing skills, developing and promoting good working relationships.
Good project management and organisational	

	<p>skills, using own initiative managing conflicting priorities, working under pressure in a flexible and sensitive manner.</p>
	<p>Ability to engage with carers and people receiving care and support to ensure services meet the diverse needs of our population.</p>
<p>Experience</p>	<p>Working with people to successfully managing change in service delivery to achieve improved outcomes.</p>
<p>Special Requirements</p>	<p>This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.</p>