

## Job Description

<b>Job Title:</b> Head of Quality Assurance & Contract Monitoring	<b>Service Area:</b> Quality Assurance, Safeguarding and Workforce Development	
<b>Directorate:</b> Adult Social Care and Health	<b>Post Number:</b> TBC	<b>Evaluation Number:</b> LBN 441
<b>Grade: SMR B</b>	<b>Date last updated:</b> March 2022	

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

To provide strategic leadership and management of the Quality Assurance and Contract Monitoring Team, that is responsible for providing the Directorate with assurances that care and support services residents receive are of excellent quality, optimise the safety, wellbeing and quality of life of residents, supporting them to achieve the outcomes that are important to them; and they are delivering the contract and key performance indicators.

To lead, manage and support the Quality Assurance and Contract Monitoring Team to ensure the delivery of effective quality assurance, contract monitoring and evaluation of care and support services. Supporting registered services within the Borough in accordance with the regulations of the Health and Social Care act 2008 (Regulated

Activities) Regulations 2009, the Council's own benchmark standards and to provide monitoring reports regarding the quality of service provision to:

- Ensure providers deliver safe and consistent services that focus on resident satisfaction including dignity and respect, whilst ensuring outcomes, as detailed in the commissioning specification, are achieved.
- Ensure services operate effective quality management systems that guarantee consistency of performance and compliance with the Council's agreed service specifications.
- Using robust data management in analysing, tracking and reporting on the performance of services, using local and national data, benchmarking against industry standards and national guidelines where appropriate.
- Ensure that the "resident voice" is at the centre of the services being delivered and these are caring and responsive making sure that residents have choice and control over their lives and they achieve their desired outcomes. This includes the views of significant people involved in the resident's support.
- Identify and address potential points of failure and work with providers to improve, enabling the Council to support the development of skill-sets in specialist areas such as mental health and learning disabilities.
- Work in partnership with Commissioners to further develop markets, with the aim of reducing the distance residents have to travel from Newham to receive specialist support.

To lead on implementing a comprehensive Quality Assurance Framework that sets delivery expectations and approaches to service quality monitoring across all aspects of social care, providing assurance that statutory duties are being effectively discharged at all levels of service.

To lead and direct policies, monitoring providers and key internal service level agreements, through site visits, surveys and desk-based monitoring. Oversee planned and ad hoc, informal and formal feedback to providers, and supporting providers to improve practices where required.

To support in the implementation of Adult Social Care reforms, changes to the Care Act 2014 and the continual development of an outcome focused and strengths based approach.

To lead the quality assurance function in line with national legislation, local policy and rules (including Council Standing Orders, Financial Regulations and Procurement Rules), best practice and research.

To review and continuously work with providers to improve service delivery, making recommendations for change where appropriate, including those brought about through legislation (and specifically the Personalisation and co-production agendas), and ensuring that such change is managed effectively through effective partnership working with delivery agents.

To support services by developing quality assurance monitoring processes of services by using a range of tools appropriate for the situation and measure findings against an agreed set of benchmarks. This includes: CQC fundamental standards, NICE Standards, SCIE Standards, any other operative good practice standards and ASCOF outcomes, ensuring they are implemented effectively.

To develop procedures and systems to evaluate care standards and service delivery levels of both registered and non-registered care services provided within the Borough and apply such procedures in conjunction with the registered/responsible manager.

To support registered managers (within the Council and commissioned services) by providing advice and guidance on working methods to promote good practice and achieving and maintaining high service standards against agreed outcomes.

To develop systems and processes that analyse and interpret data and qualitative information and use such data to write and present detailed reports to help with service improvement and business planning.

To develop systems and process to enable holistic and proportionate risk assessments for all care and support services.

Seek value for money and compliance with Standing Orders from all internal and external procurement processes.

### **Job Context**

1. The post holder reports to the Director of Quality Assurance, Safeguarding and Workforce Development
2. The post holder will have supervisory and line management responsibilities
3. The post holder has specific risk management responsibilities in respect of the staff team
4. The post holder has budget responsibility
5. The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

### **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To lead and manage the Quality Assurance and Contract Monitoring Team in undertaking a range of quality assurance and contract monitoring activity related to

care and support services, to optimise the wellbeing, safety and quality of life of residents and to support them to achieve their desired outcomes. To ensure the delivery of best practice and value for money, using agreed policies and procedures to make recommendations to manage risk and escalate within and out with the Council as required.

2. To lead on the strategic development of quality assurance systems and protocols which reflect current and new national standards which will include performance and quality assurance compliance procedures, and effective and reliable provider risk assessments systems, including the development of provider risk profiles, Quality Assurance Frameworks, stakeholder feedback systems and quality rectification systems, etc.
3. Work in partnership with Commissioners and designated officers, sharing Quality Assurance and Contract Monitoring activity outcomes to support with Commissioner functions, and in the preparation of specifications and related contract documentation.
4. To review systems to identify the potential for operational improvements by the use of ICT, or co-operation with other stakeholders.
5. To monitor the effectiveness and lead any required improvements to ensure effective communication systems are maintained with providers, in relation to the roles and responsibilities of the Quality Assurance and Contract Monitoring Team.
6. To monitor the effectiveness and lead any required improvements to share information between relevant others within and out with the Council, in relation to the roles and responsibilities of the Quality Assurance and Contract Monitoring Team.
7. To monitor the effectiveness and lead any required improvements to ensure proactive monitoring and compliance systems in line with agreed priorities and ensure they are implemented in relation to the roles and responsibilities of the Quality Assurance and Contract Monitoring Team.
8. To ensure resident care and support plans and delivery of services during monitoring visits are strengths based, promote independence and that the “resident voice” is reflected. Actively encouraging residents, their families or significant people to speak freely about the care/support services received.
9. To provide advice and guidance on best practice and practical assistance to support providers, residents and their representatives on matters relating to care and support services regarding service and provider quality.
10. To be the strategic single points of contact with the Care Quality Commission and update Senior management on Care Quality Commission guidance to ensure the services comply with regulatory requirements and meet fundamental standards.
11. To keep up to date with national and local policy and funding developments that are relevant to the market.

12. To ensure that all operational policies and procedures comply with Council's Standing Orders.
13. To support the development of corporate and departmental strategies and work with the Director of Quality Assurance, Safeguarding and Workforce to develop systems that reflect best practice, identify and meet training needs and undertake appropriate research into procedures and practices in this area.
14. To produce and present reports, discussion papers, policy guidelines and other relevant materials as required.
15. To attend provider quality performance meetings as required, to provide detailed reports relating to the quality of a service.
16. To establish and maintain partnerships with other statutory agencies and commissioners or their representatives, in the development of market risk strategies.
17. To maintain an awareness of new legislation (UK and international) and the implications for Quality Assurance and Contract Monitoring Team, senior management and for providers. To advise the Senior Management Team and other designated officers of all such requirements and the implications for market development and contract management.
18. Maintain close working arrangements with the Council's Complaints Officers, Commissioners, Adult Social Care Operations, Adult Safeguarding Services and relevant others as required.
19. Act as the subject expert lead on any projects in the Quality Assurance and Contract Monitoring Team and ensure outcomes are delivered on time, within budget and to the expected standard. Participate in the development of policies and procedures within the team and other forums. Contribute to Service's Business Plans, Annual Reports and service review reports.
20. To deputise and provide operational cover for other managers as required.
21. Any other duties as required within the role.

# Personal Specification

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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>▪ Extensive knowledge of legislation, good practice and national initiatives as they relate to adult social care and health</li> <li>▪ Extensive knowledge of quality assurance, contracts monitoring, outcome measurements and how these relate to the regulatory framework of adult social care and health provision.</li> <li>▪ Knowledge and understanding of Equality and Diversity Policies and a personal commitment to anti-oppressive practice</li> <li>▪ An understanding of Quality Assurance and Contract Monitoring systems and how these contribute to improvements in service delivery and performance.</li> <li>▪ Knowledge and understanding of Adult Social Care and the practical application of reforms</li> </ul>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

CRITERIA	METHOD OF ASSESSMENT
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>▪ Educated to degree level and / or a relevant professional qualification (e.g. CIPS) plus evidence of continuing managerial and professional development.</li> </ul>	<p>Application Form/Documentation</p>
<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>▪ Substantial experience in a social care or health care setting with experience of commissioning, procurement contract setting / monitoring, service planning and service improvement.</li> <li>▪ Substantial experience of co-ordinating the activities of a multi-disciplinary team, planning, managing and monitoring programmes of work</li> <li>▪ Substantial experience of working with senior managers across a range of sectors (independent and statutory agencies) and developing effective partnerships</li> <li>▪ Substantial experience of working with a range of stakeholders in order to formulate policies and procedures to develop services</li> <li>▪ Experience of Budget Management and monitoring</li> <li>▪ Substantial experience of convening and chairing formal and informal meetings with external providers, voluntary sector groups and other agencies.</li> <li>▪ Substantial experience of using ICT effectively to support decision making processes (spreadsheets, word processing, databases)</li> <li>▪ Substantial experience of data analysis and monitoring of service provision</li> <li>▪ Substantial experience of presenting ideas and information concisely, clearly and accurately both verbally and in writing</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

CRITERIA	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> <li>▪ Ability to keep abreast of development in procurement policy and good practice</li> </ul>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>▪ Ability and commitment to use the monitoring processes to ensure high quality and value for money services in partnership with providers for the people of Newham</li> <li>▪ Ability to think laterally and develop creative and innovative solutions to problems</li> <li>▪ Ability to influence and negotiate effectively within a variety of contractual frameworks and manage complex relationships</li> <li>▪ Ability to present complex information in a clear persuasive manner and to make effective use of ICT for decision making</li> <li>▪ Ability to support and develop relationships, services and staff through effective leadership and management</li> <li>▪ Highly developed written communication skills including the experience and ability to draft sometimes complex reports in a clear and concise style for a range of audiences</li> <li>▪ Highly developed numerical skills including the ability to interpret and clearly and concisely present statistical data for a range of audiences</li> <li>▪ Ability in objective setting, work prioritisation, time management skills and the confidence and ability to manage competing pressures and meeting deadlines</li> <li>▪ Ability to plan ahead, negotiate change and manage conflict</li> </ul>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application Form/Interview/Test</p> <p>Interview</p> <p>Application Form</p> <p>Application Form/Interview/Test</p> <p>Application Form</p> <p>Application Form</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p>	



CRITERIA	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> <li>▪ Considerable confidence to exercise initiative and work with minimal direct supervision</li> <li>▪ A personal and professional demeanour that attracts the confidence of elected Members, senior managers, peers, external partners and other stakeholders</li> <li>▪ Commitment to the promotion of equality and diversity, particularly with regard to service delivery, decision making processes and working practices, with the aim of promoting positive public acceptance.</li> <li>▪ Commitment to meeting the agreed service targets for providers, the Council and the Integrated Care System.</li> <li>▪ Show appropriate sensitivity towards the needs of users and carers.</li> </ul>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>▪ This post is subject to an enhanced DBS check.</li> </ul>	<p>Satisfactory clearance at conditional offer stage</p>