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| |  | | --- | |  | | **Quality Improvement Officer**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Quality Improvement Officer  **Service Area: Adult Social Care**  **Directorate: Services to People** | Salary Grade: SO1 |
| **Post Reports to: Quality Assurance Team Manager**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:**  *Stockport Metropolitan Borough Council and Stockport CCG are working closely with the care home and home care sector to improve the quality of care across Stockport. This role will be pivotal in developing the partnership approach to quality oversight and quality improvement processes between the CCG and the Council commissioning functions. The ability to develop and maintain mature close working relationships with colleagues from these partner agencies to ensure good outcomes for Stockport people will be a key expectation of the post holder.*  To work as part of the Enhanced Quality Improvement team to support the undertaking of proactive quality improvement and support to the Council’s commissioned and social care services, to ensure that required outcomes are met and that potential risks are minimised.  To ensure that the social care services provided are of an appropriate standard and quality and to make certain that terms and conditions of the Council’s contracts are upheld.  To work directly with providers of services, service users, carers and their representatives with regard to contract compliance, quality standards, service development and improvement.  To administer and coordinate customer and member complaints / representations. | |
| **Summary of responsibilities and key areas:**  1. To support the investigation and response to issues of quality or contractual noncompliance (advised through monitoring or complaint), as part of any quality intervention review, ensuring that any necessary action is taken and that the issues adequately resolved.  2. To contribute to the implementation, development and maintenance of systems for the quality improvement of services commissioned by Adult Social Care.  3. To be involved with, and maintain links to, CQC and use CQC information and intelligence to inform ASC about quality concerns.  4. To be involved in developmental work with providers, and to facilitate the change to quality and outcome driven quality improvement within our contract management framework.  5. To undertake both pro-active and reactive intervention to promote improved quality and performance outcomes and to utilise data to inform the prioritisation of quality intervention. To use this as a basis for quality monitoring work, through the use of effective quality frameworks and systems which address quality in provider services including CQC regulation and use this to inform commissioning and management decisions.  6. To investigate and respond to issues of quality advised or informed through monitoring and to ensure that any necessary action that needs to be taken in relation to non compliance of contractual obligations is dealt with appropriately.  7. To inform and, where necessary and appropriate, assist service providers in the actions required of them to meet quality standards and contractual obligations.  8. To ensure service provider compliance with any sanction, requirement or contractual obligation identified as a result of a complaint or through ongoing contract monitoring.  9. To produce reports as determined to inform the commissioning and contract compliance processes.  10. To liaise and share information in relation to service quality and contract compliance appropriately with staff within the Adult Care Service and partner organisations, to facilitate improved outcomes, service delivery and contract compliance.  11. To work with staff from other parts of the directorate, Stockport Clinical Commissioning Group and other partners to deal with safeguarding cases that may require input from the Joint Quality Improvement team.  12. To actively involve service users, carers and their representatives in the Quality Assurance process and ensure their views are responded to.  13. To work with Healthwatch Stockport to improve quality and contract processes to ensure that the services are configured in the best way to meet service user need.  14. Where arising as part of a quality review or intervention, to deal with any complaints and compliments from all sources (public, members, officers etc) and act as a single point of contact to ensure people who use services are aware of LA complaint’s duty and wherever possible, resolve issues.  15. To ensure provider compliance with any sanction, requirement or contractual obligation identified as a result of a complaint or through routine contract monitoring and on occasions unannounced visits.  16. To ensure that high standards of customer care are consistently applied across all aspects of service provision and work with all stakeholders to promote dignity, rights and wellbeing of people who use services.  17. To support the development, implementation and evaluation of service improvements and change strategies across the Adult Social Care sector in accordance with current legislation and national policy guidance, and deal with quality issues in a diverse and broad market from a range of providers.  18. Support managers to ensure that the legal obligations of council are met via the application of relevant statutory.  19. To ensure that records are fully maintained using appropriate ASC on line systems and data bases in accordance with Information Governance requirements and all agency safeguarding requirements. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of working in an adult social care setting. | Essential |
| Experience of working in a regulated service provider setting. | Essential |
| Experience of evaluating conflicting viewpoints and evaluating evidence under complex conditions. | Essential |
| Experience of CQC or other relevant regulatory framework and application with regard to quality improvement for customers and providers. | Essential |
| Excellent communication and interpersonal skills. | Essential |
| Ability to intervene in relation to quality and customer concerns especially where emotional and/or commercial sensitivity exist. | Essential |
| Ability to maintain neutrality and confidentiality as appropriate. | Essential |
| Proven ability to accurately record salient information and provide information to a variety of audiences. | Essential |
| Proven ability to use ICT. | Essential |
| Proven ability to work in a confident, professional and constructive manner in partnership with internal and external agencies. | Essential |
| Knowledge and understanding of The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 in relation to dealing with complaints. | Desirable |
| Knowledge and understanding of Stockport’s Safeguarding Adults Policy, Mental Capacity, Care Act, Data Protection and Freedom of Information. | Essential |
| Ability to negotiate under difficult circumstances and engage people in the process of contract compliance and develop and Maintain effective working relationships internally and externally. | Essential |
| A high standard of literacy and numeracy. | Essential |
| Positive commitment to further training and self-development. | Essential |
| NVQ or other appropriate qualification in social care or equivalent training. | Essential |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |