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| **Department** | **People Services** |
| **Job Title** | Principal Quality Assurance and Improvement Officer |
| **Grade** | 9 |
| **Primary Purpose of Job** | To lead on the development, co-ordination and delivery of a programme of quality assurance and improvement for Council and commissioned services. |
| **Reporting To** | Head of Quality Assurance and Improvement |
| **Staffing**  **Responsibilities** | Contract and Quality Officers |

**Main Duties**

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| **1** | To support the Head of Service in fostering and maintaining a culture of learning and continuous improvement in service quality across Council and commissioned providers. |
| **2** | To develop and implement a process for the systematic monitoring of contract compliance and quality assurance of Council and commissioned providers and to ensure processes are in place to drive continuous improvement. |
| **3** | In collaboration with service managers, develop and implement quality assurance methods that drive improvements in the quality of social work practice including a systematic approach to case file audit. |
| **4** | To support the Head of Service to develop quality standards for all aspects of Council and commissioned services and to agree these standards with providers as the basis for quality assurance and improvement. |
| **5** | Ensure providers are meeting contract requirements in particular statutory requirements in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Standards Act 2000, the Childrens Homes England (Regulations) 2015, local standards and service user expectations. |
| **6** | Facilitate and take a key role in the Safeguarding Intelligence Forum and ensure strong links are made with Bolton Council’s Safeguarding Teams. |
| **7** | To collate and analyse data, including data from incidents and complaints and feedback from service users and their families, on the quality of performance of providers and to use this information to establish a risk based and proportionate programme of quality assurance and improvement interventions. |
| **8** | To develop and agree protocols for the quality assurance inspection of Council and commissioned providers. |
| **9** | With the Head of Service, develop and secure approval for a long term strategy and annual programme of projects to systematically improve the quality of care delivered by Council and commissioned providers. |
| **10** | To establish project teams to deliver the Quality Assurance and Improvement programme and lead and manage these teams as appropriate. |
| **11** | To review and quality assure the reports setting out the findings of quality assurance inspections and contract monitoring visits, ensuring that they are accurate and that all judgements are clearly based on evidence. |
| **12** | To liaise with service managers from Council and commissioned providers, with commissioners and regulators to ensure that timely and appropriate action is taken to address the recommendations of quality assurance work undertaken by the Council and external regulators such as CQC and OFSTED. |
| **13** | To liaise with service managers from Council and commissioned providers and with commissioners to ensure that timely and appropriate intervention and enforcement action is undertaken where services are found to be unsafe or where standards fall significantly below those expected. |
| **14** | To support the Head of Service in leading the department and its services in embedding a continuous improvement culture within the delivery of all its services. |
| **15** | To provide line management and support to a small team of Contract and Quality Officers. |

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| **Date Job Description prepared/updated:** | **27th November 2017** |
| **Job Description prepared by:** | **Matthew Emerson** |



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| **Department** | | | | **People services** | | |
| **Job Title** | | | | **principAl quality assurance and improvement officer** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Good understanding of health, wellbeing and social care policy agendas and objectives. | | | | | Application Form/ Interview/Assessment Centre |
| 2. | Good knowledge of the requirements of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and the Care Quality Commission’s regulatory processes. | | | | | Application Form/ Interview/Assessment Centre |
| 3. | Excellent project management skills and the ability to lead, co-ordinate and deliver a number of complex projects within a wider programme and bring to their successful delivery. | | | | | Application Form/ Interview/Assessment Centre |
| 4. | Ability to develop a wide range of relationships both within and outside the department. | | | | | Application Form/ Interview/Assessment Centre |
| 5. | Well-developed analytical skills and the ability to question; persuade and influence others. | | | | | Application Form/ Interview/Assessment Centre |
| 6. | Ability to analyse, interpret and present statistical data and narrative information and make recommendations based on this analysis. | | | | | Application Form/ Interview/Assessment Centre |
| 7. | Excellent verbal and written communication skills. | | | | | Application Form/ Interview/Assessment Centre/ Assessment Centre |
| 8. | Ability to present information effectively both through presentations, reports and using effective publicity. | | | | | Application Form/ Interview/Assessment Centre |
| 9. | An understanding of vulnerable client groups | | | | | Application Form/ Interview/Assessment Centre |
| 10. | Ability to use a variety of research tools; databases; reference publications. | | | | | Application Form/ Interview/Assessment Centre |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Experience of working in a care environment, professional social work practice or in a social care case management, contract management, inspection or audit role. | | | Application Form/interview | |
| 2. | | Trained in and experienced in the use of business improvement techniques, project management, and information management | | | Application Form/Interview | |
| 3. | | Experience of delivering large departmental projects in an organisation of comparable scope and complexity | | | Application Form/Interview | |
| 4. | | Evidence of professional development through a process of training and development. | | | Application Form/Interview | |
| 5. | | Experience of working with council managers and service heads. | | | Application Form/Interview | |
| 6. | | Qualified to degree level or equivalent in a subject that requires research and data analysis. | | | Application Form/Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | A willingness to work flexibly, including evenings and weekends as required | | | Application Form/Interview | |
| 2. | | Ability to travel within the Borough as required. | | | Application Form/Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Knowledge of the Care Standards Act 2000; the Children’s Homes England (Regulations) 2015; or The Care Act 2014. | | Application Form/Interview |
| 2. |  | |  |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Degree or 3-4 years relevant experience in a quality assurance, improvement, contract management, health or social care environment. | | Application Form/Interview |
| 2. |  | |  |

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| **Date Person Specification prepared/updated:** | **27th November 2017** |
| **Person Specification prepared by:** | **Matthew Emerson** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.