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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Contracts and Quality Improvement Manager (Adults Social Care) | **POST NUMBER:** |
| **REPORTS TO:**  | Senior Contracts Manager (Adult Social Care) |
| **DEPARTMENT:** Adults Commissioning | GRADE: 8 |
| **JE REF:** | 4289 | PANEL DATE: | 05/11/2019 |
| **1.** | **MAIN PURPOSE OF JOB** The main purpose of the role is to ensure that effective contract, monitoring and service improvement arrangements are in place to meet the Department’s Adult Social Care objectives and responsibilities. The post will contribute to the sustainability and quality of the care market through regular monitoring and quality assurance processes.The post will ensure that all services are monitored effectively and provide value for money whilst ensuring that systems are maintained and established for reviewing services, financial regulations are adhered to and that monitoring reports and service reviews are reported on. The post will specifically focus on the contract management, monitoring and service improvement in one of the following areas - Home Care, Residential & Nursing Care, Disabilities or Adult Social Care/Communities but will provide support across all areas of Contract Management within the Adults Commissioning Team. The post will also be responsible for ensuring all aspects of Provider Due Diligence and Payments across Adults Social Care and will have a key role in liaising with the Contracts Assistants within the team.  |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | 1 | Undertake the quality monitoring, review and contract management of Adult Social Care Services the Council commissions from the Voluntary, Independent and Private Sectors. Reviews and monitoring of services will also include services commissioned from in-house providers.  |
|  | 2 | The post will specifically focus on the quality monitoring and contract management in one of the following areas - Home Care Services, Residential & Nursing Care, Disabilities or Adult Social Care/Communities but will provide support across all areas of Contract Management within the Adults Commissioning Team. |
|  | 3 | Ensure that all provider payments including Individual Service Funds are made in a prompt manner and that Provider and Customer records are maintained.  |
|  | 4 | Establish regular and responsive Business meetings with key provider organisations and undertake/ensure specific annual reviews of all contracted services. |
|  | 5 | Undertake regular and responsive Provider Quality Improvement Audits in services when required and ensure these are undertaken in line with contractual requirements. |
|  | 6 | Assist the Senior Contracts Manager and Commissioning Managers in developing Service Specifications to assist in the development of new services and re-commissioning of existing provision and on occasion develop service specifications for contracted services. |
|  | 7 | Assist in the tendering process of services commissioned in line with the City of York Council’s Financial Regulations.  |
|  | 8 | Work with Review Managers and Social Workers to review services contracted for specific customer groups. Work alongside consultation officers undertaking customer consultations to review feedback and share this with the relevant provider, following up any relevant concerns as required. |
|  | 9 | Analyse information on services to provide reports on issues relating to capacity, customer information, patterns and trends in service delivery and provide detailed reports where required. |
|  | 10 | Responsible for ensuring that services demonstrate continual improvement, set and monitor appropriate action plans to commit to further improvement. Monitor all improvement plans and carry out regular monitoring visits to providers placed on improvement plans and challenge where providers are non-compliant. |
|  | 11 | Where necessary, work with the Senior Contracts Manager and Commissioning Managers to create markets for new and innovative services to meet the commissioning plans and strategic priorities of the department. |
|  | 12 | Analyse monitoring information received from providers, business plans and accounts to ensure that at all times the Council receives Best Value for Money from all contracted services. |
|  | 13 | Undertake Contract Monitoring and Quality Improvement with providers as appropriate and liaise with Social Workers advising of Quality issues across all contracted services. |
|  | 14 | Ensure that effective financial and administrative systems are in place to record contract costs and to provide statistical information to senior managers. |
|  | 15 | To analyse and interrogate contract staffing and financial submissions to ensure services are contract compliant and provide value for money as well as meeting any policy requirements. |
|  | 16 | To keep contractual documents up to date with legislative requirements |
|  | 17 | To ensure all contract changes are made in accordance to internal and external auditing requirements. |
|  | 18 | Produce contractual agreements in line with agreed document standards, policies and procedures. |
|  | 19 | Investigate complaints and concerns about contracted services including potential safeguarding concerns in relation to Quality of Care and ensure the correct reporting processes are adhered to.  |
|  | 20 | To attend and contribute to safeguarding strategy meetings where required and take responsibility for ensuring quality of care themes are followed up with providers to ensure improvements are made and sustained. |
|  | 21 | Implement the Quality Development Framework for assessing the quality of services delivered by providers, involving key operational colleagues within the process and ensuring feedback from service users and carers is sought and utilised as part of the monitoring of services. |
|  | 22 | Support staff who purchase services so that they understand the services that are available, contract arrangements that need to be made and have sufficient information on quality and costs of services to make appropriate purchasing decisions. |
|  | 23 | Undertake specific project work as part of the reviewing of contracted services or as a result of re-commissioning/de-commissioning of services. |
|  | 23 | Deputise for the Senior Contracts Manager (Adult Social Care) where required. |
|  | 24 | Carry out equivalent tasks within Early Intervention and Prevention when required. |
|  | 25 | The post holder may occasionally be required to work outside their normal office days or hours. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - None Indirect: None |
| **4.** | **CREATIVITY & INNOVATION**The post holder will be required to work on specific tasks within the framework of strategic and commissioning plans. In consultation with the Senior Contracts Manager, the post holder will be able to develop or improve upon work tasks and processes using their knowledge and experience.The post holder will be responsible for all aspects of contract management and quality assurance. This will include the accurate collection and dissemination of information, monitoring of contracted services and will require good analytical skills to problem solve potentially complex service issues and will need to demonstrate a good understanding of social care issues. The post holder will be responsible for ensuring, within contract compliance, that providers are complying with relevant policies and procedures and are delivering services in line with quality standards and contract specifications. The post holder will be required to resolve any contractual or quality issues that affect the provision of services to customers and will exhibit a good technical understanding of services and the legal framework the Council commissions within and quality standards as required.A high level of ability in presentation skills is required to produce accurate information, interrogate and analyse this appropriately and present it to managers within the Adults Commissioning Team. The post holder will be expected to assist with the development of service specifications alongside commissioning colleagues and contribute to the department’s procurement of services.Whilst working within existing procedures and processes there is scope for creativity in the way that these standards and procedures are applied. Problems and obstacles may occur given the change management aspect of the role that is undertaken and the post holder will need to be flexible and adaptable to develop solutions under guidance from the Senior Contracts Manager. |
|  | **CONTACTS & RELATIONSHIPS**Internal The post holder will report to the Senior Contracts Manager (Adult Social Care) and work closely with other members of the Adults Commissioning Team who are working towards similar goals. They will have regular contact with colleagues within care assessment teams. This may include senior managers, provider service managers, social workers and other key operational and health colleagues.The post holder will develop working relationships with staff in safeguarding, performance management and finance. Contact will be regular and often on a daily basis, providing and eliciting information and developing commissioning plans in partnership with key colleagues. At times the post holder will be required to work on confidential information that may also be contentious in nature.Contact with internal colleagues will often require the post holder to discuss sensitive and confidential matters. Outcomes and decisions from contact with colleagues can often be contentious in nature and the post holder will need to be able to disseminate outcomes to a range of colleagues at all levels.ExternalThe post holder will have extensive contact with representatives from the independent and voluntary sector, other health partners, customers and carers and occasionally members of the public. Contact will include staff at all levels of organisations and will often require the post holder to discuss sensitive and confidential matters and to challenge providers where there is non-compliance. Outcomes may be contentious in nature and the post holder will need to be able to disseminate outcomes to a range of colleagues at all levels.Contacts may be on a daily and regular basis, providing and eliciting information. Contact may include discussions and negotiations about sensitive and difficult issues which may have an effect on services currently provided, or new service opportunities which may have a significant impact on the business and workforce of provider colleagues.Alongside this, sensitivity and understanding of many diverse issues and customer groups is required as the post will work with contracts involving many different areas and a range of providers.Diplomacy and assertiveness skills are required when dealing with providers that are not performing to the level required to meet contractual requirements and quality standards. |
|  **6.** | **DECISIONS – discretion & consequences****Discretion**The post holder will plan their work within the work plan of the commissioning team and the Senior Contracts Manager. The post holder will need to plan their work according to the conflicting priorities and timescales of the contracted services which may be impacted upon by external factors around quality and decisions taken about the strategic direction of some services. Within agreed work tasks and boundaries, the post holder will be free to make decisions as to the methods of their work and they will be encouraged to contribute to broader strategic decisions. Within the role there will be times when the post holder is faced with difficult issues to resolve and will need to make decisions and present a course of action to senior management for their approval, which may have a significant impact on external and internal stakeholders and services that are provided.Within the constraints of the current services and processes, the post holder will have discretion in relation to the reviewing of contracted services.Consequences It is the responsibility of this post to ensure that the quality and consistency of services are maintained at a high standard and Value for Money requirements are met. Within the review process discussions held with providers by the post holder can have long term consequences to the quality of the services.Decisions made by the post holder in their role will affect the successful delivery of services for customers. It is essential that quality standards remain high and the post holder will need to ensure that any concerns about any aspect of performance are addressed and reported as appropriate to the Senior Contracts Manager. |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* None  |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands Work will be to agreed deadlines but should generally be of a planned nature with some requirement for responsive work. At times the post holder will need to prioritise their input into specific tasks and reschedule planned work. The post holder is required to complete annual contract reviews, quality improvement assessments and business meetings within a planned annual programme but there will be occasions when variances occur and responsive work is required at short notice. The post is varied and there will be occasions when urgent work will need prioritising on a daily basis. This will require assessment and adjustment of workload requiring the post holder to make decisions about changing priorities during the working day using their own discretion. The post holder will be required to manage conflicting demands and changing priorities and occasionally respond to urgent requests for information or visit with a provider if significant concerns are raised. The post holder will need to plan their workload within existing processes and the annual review programme. Physical demandsNormal physical demands.Working conditionsMainly office based with regular visits to commissioned services and provider office bases.The post holder will be a flexible office worker in line with the Corporate Smart Working Policy and a significant amount of time will be involved in visiting services, meeting with customers at services and working in partnership with other stakeholders attending meetings away from office base. On some occasions the post holder may need to work outside of usual office hours attending meetings or consultation events Work contextThe post holder will be required to undertake visits to a range of settings including customers’ homes. |
| **9.** | **KNOWLEDGE & SKILLS** **Skills*** Educated to A level standard or equivalent.
* Work in partnership with other agencies in both statutory, voluntary and independent sectors.
* Have well developed communication, problem solving, report-writing and presentation skills.
* Be able to work effectively as part of a team.
* Ability to work alone and on own initiative.
* Have high standards of written and verbal communication.
* Have a high standard of numerical skills.
* Demonstrate a detailed ability to use computer systems to store and manipulate complex data sets. This should include the use of complex spreadsheets and databases.
* Ability to develop, review and maintain effective administrative and financial control systems.
* Have the ability to collect, manage and use statistical and financial information effectively.
* Have the ability to chair meetings effectively.
* Ability to communicate effectively with customers and carers, and other stakeholders.
* Ability to work to conflicting deadlines and manage own workload.
* Commitment to equal opportunities and addressing the needs of disadvantaged groups.
* Ability to advise and influence others to achieve specific outcomes.
* Ability to set clear objectives as part of action and improvement plans.

Knowledge* Have a good understanding of Local Authorities and health roles and responsibilities.
* Experience of forming partnership working arrangements.
* Have previous experience of working with services provided for customers.
* Have experience of drawing up, negotiating and monitoring service level agreements and contracts.
* Experience of developing and managing quality assurance systems and processes.
* Experience of development work, preferably in a local authority context with the emphasis on contract service specification and monitoring of services.
* Work in partnership with other agencies in statutory, voluntary and independent sectors.
* Have experience of setting appropriate targets and outcomes and of developing appropriate performance management tools.
* Demonstrate an ability to solve problems and analyse complex issues drawing upon information available and seeking out additional information where necessary.
* Knowledge of the principles and practices involved in undertaking needs analysis and contract management.
* Knowledge of safeguarding procedures.
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| **10.** | **Position of Job in Organisation Structure**Job reports to: Senior Contracts Manager (Adult Social Care)Other jobs at this level; THIS JOBJobs reporting up to this one:  |