

Job Description

Job Title	Quality Monitoring Officer
Grade	PO1
Reporting To	Commissioning Officer
JD Ref	C&C0054P

Purpose

Lead and co-ordinate the monitoring of quality and compliance of all externally commissioned residential, fostering and semi-independent placements for children and young people looked after.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Work alongside the Project Support Officer to ensure all desk top preparation and pre-placement visit paperwork is completed.
- Liaise with relevant social care colleagues, Independent Reviewing Officers, Local Authority Designated Officer (LADO), social workers and managers, OFSTED, Placements North West, Regional Commissioning colleagues to inform the quality assurance cycle.
- Visit commissioned provisions and produce reports to inform care homes governance arrangements and future commissioning arrangements.
- Contribute to provider engagement and development of the market locally.
- Contribute to duty rota in commissioning placements team.

Data Analysis and Decision-Making:

- Collate, analyse and draft reports, briefing notes and other key documents appropriate to varied audiences, commissioning managers, senior leadership team to inform strategic decision making.

Performance Management:

- Produce an annual plan of quality assurance monitoring visits for the team.
- Quality assure, contractual compliance and performance of providers in relation to meeting the needs of Children Looked After (CLA) within the scope of the Individual Placement Agreement.
- Address poor performance promptly, using evidence-based assessment reports, working with providers to advise, guide, develop and implement improvement plans and follow up assurance processes.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Maintain a range of qualitative and quantitative dataset to inform accurate, up to date assessments of service quality, including Regulation 44 and 45, Ofsted inspection reports, information sharing protocols, feedback from service users and relevant professionals.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Degree level or equivalent

Desirable

- Commissioning related and/or project management qualification

Knowledge & Skills

- Excellent communication skills, both written and oral
- Excellent presentation skills including report writing
- Excellent IT skills
- Ability to analyse data, prepare reports and plans using Microsoft software
- Ability to lead and undertake effective consultation at all levels
- Initiative, self-motivation, self-awareness and resilience
- Good interpersonal and negotiating skills, sensitivity and respect for others
- Excellent time management and organisational skills
- Project management skills

Desirable

- Thorough knowledge of strategy and policy affecting the commissioning and delivery of children services

Experience

- Able to evidence relevant experience to commissioning children services
- Working within a commissioning function or similar environment
- Presenting information using different tools e.g. PowerPoint, to a variety of audiences
- Use of Microsoft Office software including PowerPoint, Excel, Access, Word, email
- Working to tight timescales and managing conflicting priorities
- Productive partnership working at all levels and across a number of organisations



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL

Desirable

- Working operationally/ directly with children, young people and/or with families
- Detailed research and analysis using data sourced from a variety of methods within set timescales

Additional Information

Ability to work flexibly to ensure business needs are met, working as part of a team when time pressure arises linked to commissioning services or placement options for children and young people.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Ian Godfrey

Date Of Approval: 21.08.2018



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL