

Job Description

Job Title	Senior Quality Assurance Manager
Directorate	Adult Social Care and Health
Service Area	Commissioning
Grade	11
Competency Level	3
Salary	£63,819 - £70,608
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	

Job Purpose

Working with the Director for Strategic Commissioning and other members of the directorate management team to drive and implement the fast-paced transformation of the Adult Social Care and Health services to deliver better outcomes for people, improved value for money, and a sustainable high quality Adult Social Care system for the people of Liverpool, in line with our strategic priorities set out in the Adult social Care Strategy.

This Team will provide the overall strategic and operational management of quality assurance and contract performance across all commissioned services within the care market. The team will provide the Directorate with assurance that the care and support services residents receive are of excellent quality, optimising the safety, wellbeing and quality of life of residents and supporting them to achieve the outcomes that are important to them. The team will also be responsible for assuring delivery of contract outcomes and key performance indicators through effective contract and relationship management of commissioned providers in line with the Council's Contract Management Framework, assuring best value. The team will also work closely with other parts of the system (including the Care Quality Commission) to develop critical improvements within the care market and lead on market failure issues as appropriate.

Directly Responsible For:

The Senior Quality Assurance and Contracts Management Manager will take responsibility of a small team of officers, responsible for undertaking activity aligned to the strategic outcomes of Quality Assurance and Market Management.

To note, the post holder may also be required to support other managers within the service, as required, and under the direction of the Director of Strategic Commissioning.

Directly Responsible To:

Head of Service - Quality Assurance and Contracts Management

Main Areas of Responsibility:

- To deliver an operational lead management function for Quality Assurance and Contracts Management Team to ensure the delivery of effective quality assurance, contract monitoring and evaluation of care and support services.
- 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 “people’s 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 Liverpool to receive specialist support
- To operationally lead the implementation of a comprehensive Quality Assurance Framework that sets delivery expectations and approaches to service quality monitoring across all aspects of Adult social care, providing assurance that statutory duties are being effectively discharged at all levels of service

- To support the Head of Service (Quality Assurance and Contracts Management) in monitoring providers and key internal service level agreements, Contracts, 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 play an operational role 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 operationally lead the quality assurance and Contract monitoring functions 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 frequently encounter and read documentation from Adult service areas that is upsetting/sensitive in nature, as it assists as a reference in decision making in the relevant areas of work
- To lead services operationally 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 operationally develop and implement procedures and systems to evaluate care standards and service delivery levels of both registered and non-registered care services provided within the city and apply such procedures in conjunction with operational/registered/responsible managers of services

- To operationally lead the development and implementation of 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 operationally lead the development and implementation of systems and processes to enable holistic and proportionate risk assessments for all care and support services
- To lead the approach to market failure with providers and other partners to support an operational approach that is solution focused, intelligent (uses data effectively), safe and transparent
- To operationally lead on the monitoring of all the directorates contracts (from award) to review performance against contract, service delivery, outcomes for people and value for money
- To work with contractors to deliver improvements when those are highlighted in the monitoring and review process and to pursue legal penalties as when required as part of that process including the use of contract defaults
- To provide advice, guidance, and management to support the delivery of the strategic commissioning programme, ensuring that all activities are run effectively and in line with professional standards of programme and change management. Working with colleagues from our corporate transformation team to ensure appropriate governance and assurance is maintained across the programme
- To develop and maintain positive relationships with health, housing and social care providers, ICB and Council staff, carers and advocates and elected Members
- To deputise and provide operational cover for the Head of Strategic Commissioning, as required, and directed by the Corporate Director of Adult Care and Health

Supervision and Management Responsibility:

This post will provide strategic leadership and management to a small team of commissioning specialists. The Senior manager will be required to facilitate these specialisms and:

- Create a culture and environment of innovation, integration and creativity to empower communities, service providers, wider stakeholders and other commissioners to generate new solutions and ideas
- Monitor performance, performance management of teams and individuals, including programme management within work packages assigned on task finish basis
- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- To significantly influence senior managers on how budgets and/or income targets (of several million pounds) is set to achieve value for money and provide high quality service delivery for the area you are responsible for
- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation



Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

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Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.



The post holder will be required to demonstrate the ability to perform at the following competency level **3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Graduate level qualification or equivalent experience (A/I)
- Relevant professional, procurement or commissioning qualification or equivalent relevant experience (A/I)
- Evidence of continuous learning (A/I)

Desirable

- Project or programme management qualification
- Management qualification

Experience

Essential

- Experience of leading and managing staff (A/I)
- Experience in areas of commissioning, performance, procurement or contract management (A/I)
- Experience of working within council service areas or health settings in adult services or children's services or experience working within health sector providers (A/I)

- Experience of building and maintaining productive relationships including stakeholders and partners and developing co-produced strategic outcomes (A/I)

Desirable

- Experience of carrying out consultative customer exercises
- Experience of using management information, quantitative and qualitative for both performance monitoring and reporting

Skills/Abilities

Essential

- Well-developed negotiation and engagement skills (A/I)
- Ability to make logical and rational decisions in a timely manner and communicate them clearly (A/I)

Desirable

- Well-developed written, presentation and report writing skills, using effective language to convey convincing ideas and arguments and the ability to simplify technical and complex information
- Ability to build, inspire and motivate teams

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

