

Job Description

Job Title	Quality Assurance Manager
Directorate	Adult Social Care and Health
Service Area	Commissioning
Grade	9
Competency Level	2
Salary (grade 9)	£51,356 – 56,673
Job Type	Agile
Location	Citywide
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	A8884

Job Purpose

Working with the Director for Strategic Commissioning/Head of Service 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 across all in house provision and 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 key performance indicators, working with Commissioning colleagues to manage relationships 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 Quality Assurance Manager will also take responsibility as required, for aligned coordinators responsible for undertaking activity linked to strategic commissioning, Quality Assurance and prevention and early intervention.

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:

Senior Quality Assurance Manager

Main Areas of Responsibility:

- To operationally support the quality assurance systems, processes, relationships and partnerships to ensure the delivery of effective quality assurance, and evaluation of care and support services.
- Support and monitor providers (both commissioned and in house provision) to 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.
- Support and monitor services to operate effective quality management systems that guarantee consistency of performance and compliance with the Council's agreed service specifications.
- Use data to analyse, track and report on the performance of services, using local and national data, benchmarking against industry standards and national guidelines where appropriate.
- At an operational level work with people to ensure that their 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 such as Carers and others.
- Work directly with providers or contractors to directly co-produce action plans to drive improvements to services. To use co-production as a way of delivering continuous improvement.
- 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 directly work with providers on site at times of service failure to deliver improvements or to provide direct oversight of the delivery of service under the direction of the Head of Service/Senior Quality Assurance Manager.

- To work with other partners to support circumstances of provider failure and risk and to work proactively with operational colleagues to support people to other safe services.
- 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 support 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/Senior Quality Assurance Manager in monitoring providers and key internal service level agreements, 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 support the implementation of the Adult Social Care reforms, changes to the Care Act 2014 and the continual development of an outcome focused and strengths-based approach.
- To review and continuously work with providers (both commissioned and in house provision) 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 support services operationally by delivering 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 support the delivery and implementation of 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 use 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 support 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 support care market in understanding the directorates approach to quality and expertly present to Executive officers at directorate and external meetings on matters relating to Market Quality and Management.
- Where necessary take ownership of problems that require the need to interpret policies to determine a viable solution and, develop new procedures or recommendations to changes to policy to avoid similar problems occurring in the future.
- Take the lead to strongly influence and negotiate – often over contentious issues- with a variety of external partners where failure to negotiate a fair agreement would impact on the level of service delivery that can be achieved.
- Take the lead on medium to long term projects and plans to implement new initiatives that are outlined in the wider strategies developed by the Head of Service.
- To develop and maintain positive relationships with health, housing and social care providers, ICB and Council staff, carers and advocates and elected Members.

Supervision and Management Responsibility:

This post will provide strategic leadership and management to a small team of commissioning specialists. The commissioning officer 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:

- 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.

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:

n/a

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 **2**.

[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 working towards) or equivalent experience.
- Working towards a relevant professional, procurement or commissioning qualification or relevant equivalent experience.
- Evidence of continuous learning.

Desirable

- Graduated with a relevant professional, procurement or commissioning qualification.
- Project or programme management qualification.
- Management qualification.

Experience

Essential

- Experience in areas of commissioning, performance, procurement or contract management.
- Experience of working within council service areas or health settings in adult services or children's services or experience working within health sector providers.
- Experience of building and maintaining productive relationships including stakeholders and partners and developing co-produced strategic outcomes.

Desirable

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

Skills/Abilities

Essential

- Well-developed negotiation and engagement skills.
- Ability to make logical and rational decisions in a timely manner and communicate them clearly.

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