

Job Description

Job Title	Quality Monitoring Officer
Directorate	Children and Young People's Service
Service Area	Commissioning and Safeguarding
Grade	6
Competency Level	1
Salary	£36,581 - £41,177
Job Type	Hybrid
Location	Cunard Building and Area offices
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

The primary purpose of the role is to support the Access to Resources Team to assure the quality of the market, ensuring a safe, effective, caring, responsive, and well led provision of service to Children and Young People and that outcomes are being met.

Directly Responsible For:

Not applicable

Directly Responsible To:

ART Business Manager

Main Areas of Responsibility:

- Quality assures contractual compliance across all Children's placements and packages of care inclusive of all in house provision and external contracts. (Residential Independent Fostering & Semi-independent provision)
- Quality assures performance of providers in relation to meeting children / young peoples identified assessed needs within the scope of the relevant contractual arrangements and the Individual Placement Agreement
- Liaise with Social Care management team Independent Reviewing Officers LADO officer Ofsted and any external providers in relation to ongoing performance and quality issues to support the commissioning and procurement activity
- To analyse and report on the quality of services across the market, measured against a locally agreed quality framework to support commissioning activity, informed choice, control and continuously improving services
- To contribute to the ongoing development and implementation of quality standards and ensure that these are met, demonstrating a good understanding of national quality assurance frameworks
- To visit commissioned care facilities, carrying out a variety of audits involving spot checks and quality assessments, to gather evidence to ensure that services are meeting the standards required of them
- To deliver and embed quality assurance and contract monitoring functions across the whole of life care and support market
- To implement quality assurance and contract compliance activity which assures the Council that service providers contract terms, conditions, staff



training levels are sufficient and appropriate to provide the levels of care and support required

- To ensure that the implementation of quality assurance processes include the views of citizens, service users, and carers as 'experts by experience'
- To ensure that the approach to quality assurance underpins the principles of personalisation, dignity, and the safeguarding of vulnerable people
- To address poor performance promptly and effectively using evidence-based quality assessments, working with providers to advise and provide guidance to develop and implement improvement plans and ongoing quality monitoring to ensure long term adherence
- To support the sustainability of service providers through demonstrating an understanding of the business environment, supporting them to face challenges and understand their risks
- To collate, analyse and draft reports, briefing notes and other key documents to be shared with commissioning managers and other colleagues and partners to support strategic decision making
- To collect and maintain a range of qualitative and quantitative data to provide an accurate assessment of service quality, including Regulation 44 and 45 reports, Ofsted Inspection reports, Ofsted notifications, Information Sharing Protocols, feedback from citizens, service users and carers to inform Placements Team and Senior Management in decision making and ensure continuous safeguarding an improvement to provision
- To develop a robust approach to effective communications and relationships with providers, providing advice and guidance to them which minimises the risk of unexpected closure and failures
- Work in partnership with partners including CCG, other local authorities, finance, and social care to monitor effective service provision, and streamline and integrate quality assurance
- Maintain effective recording systems and documentation in relation to quality, audits, and performance information

- To support the Commissioning Manager to develop and facilitate provider forums to support providers on new legislation / documentation, changes to performance indicators, impact assessments, quality assessment frameworks, value for money tools etc
- Ability to manage own workload, and work independently and flexibly, responding to situations and problems as and when they arise
- To support the ART team to ensure that safeguards are in place to protect vulnerable people, and that there is a robust application of Safeguarding policies and procedures
- To build trusting relationships with service providers which better fosters innovation and continuous improvement which better meets the needs of local people

Supervision and Management Responsibility:

No Management responsibility

Budget and Financial Responsibility:

- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council

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:

- This is a desk-based job with long periods of sitting

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 1.



[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

- NVQ Level 3 or educated to GCSE standard (3 A-C grades) or equivalent or an equivalent level of proven experience relevant to the requirements of the post (A)

Desirable

- Evidence of continuing professional development

Experience

Essential

- Experience of working operationally/ directly with children, young people and/or with families (A/I)

- A good working knowledge and understanding of relevant legislation, best practice guidance and key national policy drivers in health and social care (A/I)

Desirable

- Experience of working in regulated settings
- A good understanding of market oversight and quality assurance function
- Experience of quality assurance and contract monitoring either within an internal or external market
- Experience in the use of all Microsoft Office software including, Word, Excel, PowerPoint and Outlook, ability to use internal IT systems.
- A good understanding of Safeguarding policies and procedures and the protection of people at risk
- Experience of maintaining appropriate records and databases
- An understanding of information governance and security issues related to data protection, freedom of information

Skills/Abilities

Essential

- High level of written/oral skills and strong interpersonal and communication skills. Ability to present information and findings to a wide range of audiences (A/I)
- Ability to ensure compliance with regulatory and contractual requirements relating to quality standards, systems and processes being met ensuring that providers work to these (A/I)
- Excellent interpersonal skills with an ability to develop relationships, with both service providers and key stakeholders and people who use the services (A/I)

- Ability to provide guidance and advice to service providers to develop good practice to comply with quality standards (A/I)
- Motivated, and able to work on own initiative and plan and organise own workload (A/I)
- Ability and willingness to travel inside and outside the borough when required (A/I)

Desirable

- Ability to analyse interpret varied complex qualitative and quantitative information, and present information/findings to a range of key stakeholders
- Numerate, with the ability to interpret and analyse performance and financial information
- Ability to be flexible and adaptable to changing demands to meet the needs of the service
- Ability to work as an effective team member
- Ability to meet strict deadlines and work under pressure

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to undertake training and development as and when required and to participate in the development of the team

Other

Essential

- Driving licence and access to a vehicle (A)

Desirable

- A desire to provide customer focused services

