

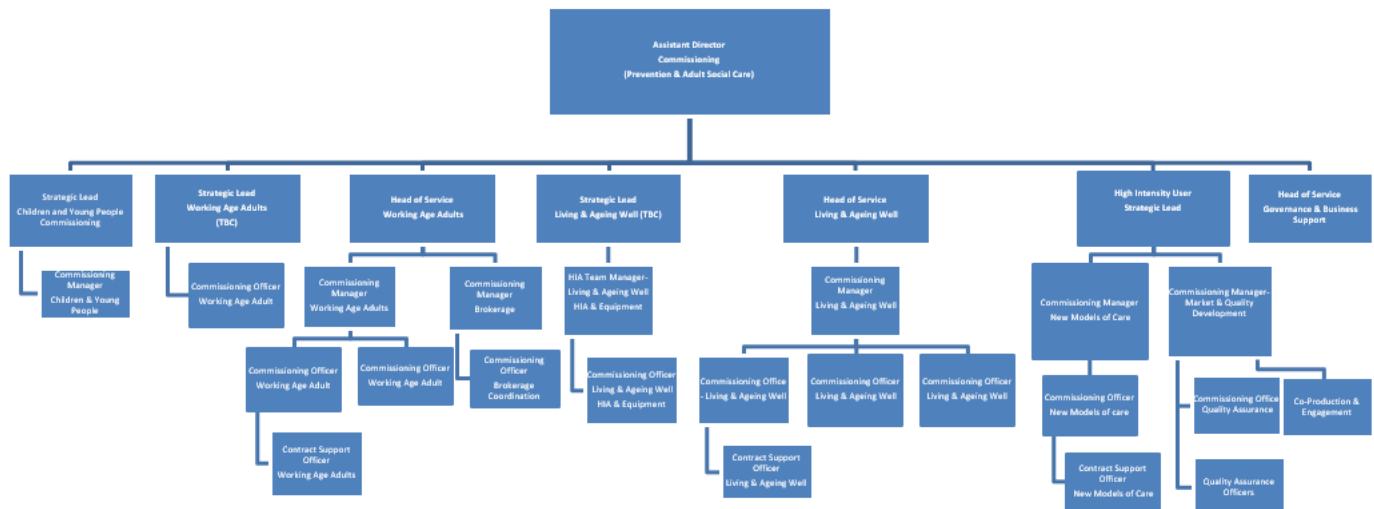
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Integrated Care and Health
SECTION:	Adult Social Care Commissioning
LOCATION:	Number One Riverside, Smith Street, Rochdale
JOB TITLE:	Quality Improvement Officer
POST NUMBER:	
Grade:	6
Accountable to:	Commissioning Officer
Accountable for:	None
Hours of Duty:	37 hours per week in accordance with the Service's Work Life Balance/flexible working scheme
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. The postholder will be expected to undertake a certain amount of travelling in the course of his/her duties for which casual car user allowance will be paid. This post is subject to an enhanced DBS and background checks.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Structure Chart



PURPOSE AND OBJECTIVES OF THE JOB

- To undertake site visits, working directly with ASC providers, completing quality assurance monitoring and supporting improvements across the provider market.
- To work with ASC providers to ensure high quality care is delivered to people receiving services.
- To work with colleagues across health and social care to promote high quality services.
- To support ASC providers with continuous improvement in partnership with stakeholders, including colleagues in the ASC commissioning team.
- To support the development of the ASC provider market.

Control of Resources

Personnel

None

Financial

None

Equipment/Materials

To be responsible for the furniture, equipment and consumable goods used in relation to the work of the postholder.

Health/Safety/Welfare

To be responsible for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal:

Senior Management and Staff within Adult Care and Support Service
Executive Directors and Heads of Service across the Council
Staff of other Council Services
Elected Members

External:

Staff of other relevant statutory organisations e.g. health, third sector organisations, RBH.
Staff of voluntary organisations
Service users
Carers
Local Community Groups
Local Safeguarding Adults Board

Responsibilities

The postholder must –

- (i) Perform his/her duties in line with the corporate leadership values and behaviours
- (ii) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these behaviours at all times.

Principal Duties

1. Support Commissioning Managers, Contract Managers and the Senior Quality Assurance Officer in the review and development of the ASC provider market.
2. Monitoring of ASC provider quality assurance performance, including provision of performance information where required to support the wider commissioning team as well as provision of support in development of provider risk assessments.
3. Undertake monitoring visits to ASC providers to complete quality assurance audits and relevant assessments of quality assurance. To support, develop, implement and monitor improvement plans.
4. Monitoring of contracts, activity and outcomes.
5. Support Commissioning Managers, Contract Managers and the Senior Quality Assurance with projects.
6. Involve all key stakeholders, including service users and families, in the quality assurance process, ensuring collaboration, engagement and partnership working is fostered at every opportunity.
7. Support on the investigation of complaints and safeguarding issues.
8. Develop and sustain key relationships across the Adult Care Directorate ensuring that bespoke local issues are factored into all aspects of quality assurance work.

9. Liaise with a range of agencies including the CQC, Health Watch and the NHS.
10. Complete reports in relation to the provider market and associated activity undertaken.
11. Support any community mapping work.
12. To work as part of an integrated team to compile intelligence across health, social care and the voluntary community and faith sector on the quality care provided by services.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	Mike O'Keeffe Adelina Tanner	Date	August 2021 January 2024
Agreed by Postholder		Date	
Supervisor		Date	
Service Director	Tracey Harrison Hayley Ashall	Date	August 2021 February 2026

**Rochdale Borough Council
Person Specification**

Service :	Integrated Care and Health	Post:	Quality Improvement Officer
Section :	Adult Social Care Commissioning	Post Number :	
Job Ref:		Grade:	6

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

(a)	Special Working Conditions		
1	Are you able to work flexibly outside of normal working hours to attend meetings and other events as required by the Service?	E	AF/ I
2	Are you prepared to undertake a certain amount of travelling in the execution of your duties?	E	AF/ I
(b)	Qualification and Experience		
3	Please give details of your experience of, or demonstrate the ability to work to implement quality assurance frameworks and other contract management processes	E	AF/I
4	Please give details of your experience of, or demonstrate the ability to work on contract reviews and monitoring service improvements to help inform quality assurance activity and service reviews	E	I/A
5	Please give details of your experience of, or demonstrate the ability to work to improve services within a multi-agency approach	E	I/A
6	Please give details of your experience of, or be able to demonstrate the ability to develop service improvement plans	E	I/A
7	Please give details of your experience of community development work	E	I/A
8	Please give details of your experience of working with vulnerable people and engaging them in quality assurance work.	E	AF/I/
(c)	Skills and Knowledge		
9	Please give details of your ability to communicate effectively at many levels and in particular around negotiations with providers	E	AF/I/
10	Please give details of your ability to manage complex issues, prioritise and work to deadlines	E	I/A
11	Please give details of your ability to collate, record, analyse and present complex information from a range of sources	E	I/A
12	Please give details of your ability to use IT programmes	E	AF
13	What is your knowledge of the care market and relevant legislation	E	I/A
(d)	Behaviours and Values		
14	Approach the job at all times using the values set out below:	E	AF/ I

	• Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach Please confirm you are willing to adhere to these values and behaviours.		
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