
Your job

Job Title: Quality Performance Officer

Service: Provider Management and Market Development

Grade: 8

Reporting to: Lead External Provider (Market Specific Lead)

Quality Performance Officers work across the whole health and social care economy including domiciliary care, residential care, nursing care, day opportunities and housing with support / supported living for people with a learning disability, Autism or a Mental Health diagnosis.

Quality Performance Officers are key to ensuring that the local social care market is diverse, nurtured, challenged and supported. Where positive customer experience is the driving force behind all interactions.

The successful candidate will join an experienced team that shapes, supports and challenges the quality of the local social care market through established relationships based on trust and transparency informed by the experiences of people in receipt of support, their families and visiting professionals.

You will work as part of the Provider Management and Market Development Team within Adult Social Care and Health to support and influence the continuous development of a robust approach to market oversight and quality assurance in line with the Care Act 2014. You will be required to implement this with a diverse portfolio of internal and external providers. As a Quality Performance Officer you will ensure that the approach is focused around strengthening a wide range of relationships consisting of internal and external health and social care professionals.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance

in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Promote an asset-based approach with providers and lead a consistent approach to Wigan's quality assurance approach following the principles of Progress with Unity.
- Build trusting relationships with a portfolio of service providers which nurtures innovation and continuous improvement to achieve greater experiences and outcomes for people in receipt of services
- Ensure that safeguards are in place to protect vulnerable people and that the application of safeguarding policies and procedures is robust
- Contribute to the review, development and implementation of quality standards and ensure that these are met by providers of health and social care services in Wigan
- Support the Lead External Provider Managers to facilitate a continual programme of provider engagement forums

On an ongoing basis you will:

- Streamline and integrate quality assurance and market oversight functions, working in partnership with all stakeholders including the ICB and CQC where possible
- Address poor performance promptly and effectively using evidence based quality assessments and a supportive service improvement process
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
- Support the Lead Market Oversight Manager and Lead External Provider Managers to proactively manage the impact of provider failure on service users, taking responsibility and accountability for ensuring continuity of care and support on an ongoing basis

- Assess the quality of services across the market, measured against locally agreed quality standards
- Support all aspects of the commissioning cycle including contributing to the development of service specification and supporting the payment process
- Ensure that the through proactive engagement with the market that the Council is meeting its duties in regard to achieving a comprehensive oversight as detailed within the Care Act 2014
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of quality assurance and contract monitoring of the health and social care market
- A good knowledge and understanding of relevant legislation, best practice guidance and key national policy drivers in health and social care
- A good understanding of the external market in Wigan and the importance of the market oversight and quality assurance function
- A good understanding of safeguarding policies and procedures
- A good understanding of effective performance management tools, policies and procedures
- The ability to work across the entirety of the health and social care economy in Wigan including residential and nursing homes, domiciliary care and housing with support
- Excellent interpersonal skills with and ability to develop trusting relationships to mitigate risks in relation to business failure
- The ability to work on own initiative, evaluate and exercise sound judgement before reaching decisions over a broad area of activity
- The ability to multitask working on a variety of different work streams and delivering outcomes in short timescales
- A focus on the outcomes that individuals in receipt of services want to achieve and a commitment to these needs identified through having a different conversation

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”