



# HILLINGDON

LONDON

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**JOB TITLE:** Provider Support Officer

**GRADE:** SO2

**POST NO:** Various

**JOB TIER:** 5

**DBS CHECK:**

**GROUP:** Adult Social Care & Health

**SERVICE:** Direct Care & Business Delivery

## REPORTING STRUCTURE

**Reports to:** Service Development & Quality Assurance Officer

**Direct Reports:** 0

**Indirect Reports:** 0

## ROLE PURPOSE:

This role will provide support for the effective operation of the Quality Assurance , Business Delivery services, providing project support and coordination across multiple functions. This role will focus on delivering the social care service responsibilities for Quality Assurance and performance monitoring of providers including private, 3<sup>rd</sup> and voluntary sector, delivering social care and support to residents of the borough. The role will have an emphasis on contract compliance, quality and service development and will support the development of service initiatives and plans by utilising information from Quality Monitoring and contract monitoring.

Additionally, the postholder will provide project support to The Hillingdon Care Company (THCC), the Council's teckal company, under a Service Level Agreement (SLA). 50% of the postholder's time will be allocated to supporting THCC operations.

## Job Description

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### 1. Resident & Community Contribution

- To support promoting a culture of self-determination and choice for people who need social care, developing ideas and initiatives based on good practice
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### 2. People Management

- No direct supervisory responsibility; however, may assist in induction and training of peers and new employees.
- Play a lead role in the oversight of the delivery of externally provided services.

### 3. Operational Service Delivery

To deliver social care responsibilities within these key tasks, working in conjunction with the Quality Assurance and Commissioning Team colleagues as required:

- Implement a risk based quality assurance management system for all care provision across Adults and Childrens ensuring contract compliance, quality and value for money
- To produce quality monitoring reviews and annual reports as required to support contract management arrangements eg preparation and analysis of all Provider monitoring and contract data for provider meetings
- Co-ordinate and deliver the annual engagement plan for agreed list of providers
- Act as key point of contact for all provider engagement from Social Care perspective
- Coordinate QA work plans to ensure effective monitoring and improvement of care quality.
- Organize all Residential/Nursing and Domiciliary/Home Care provider meetings.
- Collate all quality and performance reports for care providers under the KPIs to support contract meetings.
- Schedule and provide support for CQC (Care Quality Commission) meetings.
- Take responsibility for the completion of required documents for the Provider Risk Panel and Care Governance Board.

- Co-ordinate and provide administrative support to all provider monitoring meetings including collation and analysis of data & service area feedback to be discussed with provider
- To facilitate and support consultations and partnership working with care providers and to work jointly with NHS and voluntary sector partners to promote integrated approaches to the delivery of care and support services
- To assist with the preparation and implementation of commissioning strategies to support ongoing transformation of services available to support residents of the borough
- To be responsible for the preparation and analysis of information in relation to social care market areas as necessary, including review of external good practice and case studies
- To assist with the development of self directed support arrangements and development of contractual and purchasing arrangements which offer greater choice and flexibility to service users
- Support the ongoing development programme of the councils online marketplace and directory enabling individuals to meet their care needs as independently as possible
- Provide project support and coordination across multiple functions for the effective operation of Direct Care & Business Delivery services.
- Provide project support and co-ordination for all THCC matters including arranging and facilitating THCC Director Board meetings and contract meetings with the Care Home Operator (HCMS).
- Collate performance data, reports, and analysis for the KPIs set out in the contract with the Care Home Operator (HCMS).
- Support other administrative tasks as required for THCC.
- Prepare reports for THCC Board and Stakeholder meetings

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Support market shaping and provider engagement activity to develop local services, identifying gaps in provision and developing solutions in conjunction with providers, service users and relevant operational staff

#### **5. Financial & Resource Management**

- To work with suppliers to identify efficiencies in service delivery that would result in cashable/non-cashable savings.
- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

#### **6. Service Improvement**

- Through analysis of demand and needs, support market shaping activity and commissioning plans to improve services.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

### 7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies.
- Maintain operational relationships with key partners such as North West London / Skills for Care service users and voluntary and private sector providers

### 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

### 9. Key Performance Indicators

- As defined through Appraisal

## B Person Specification

### Social Care Provider Support Officer

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This person specification will be used for recruitment to the **Contract Support Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Educated to degree level or equivalent vocational experience	✓	✓
Project Management qualification eg Prince 2		✓
Evidence of CPD	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Able to work flexibly to meet the needs of the service	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Demonstrable experience of working successfully in the social care commissioning and contracting environment	✓	

Demonstrable practical experience of working within a project delivery environment	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Excellent communication skills both written and verbal, with experience of report writing in a Public Sector environment	✓	
Demonstrable ability to negotiate successful outcomes	✓	
Proven analytical skills with the ability to manipulate complex data to inform strategies and plans	✓	
Highly organised with demonstrable attention to detail	✓	
Track record of demonstrating a proactive approach to challenging operational issues/problems using data to develop options for new ways of working	✓	
Knowledge and experience of contract and procurement regulation		✓
Excellent numerical skills and awareness of budgets and the importance of demonstrating value for money	✓	
Competent user of ICT including ability to learn to use service specific software as required	✓	
Understanding of social care framework and local authority practice	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	

<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	
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