



Job Profile

JOB TITLE:	Quality Assurance Officer
GRADE:	SO2
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Adult Safeguarding & Quality
SERVICE:	Safeguarding, Quality & Partnerships

REPORTING STRUCTURE

Reports to:	Senior Quality Assurance Officer
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:



INVESTOR IN PEOPLE

Implement the London Borough of Hillingdon's Quality Assurance Framework for all Care Provider Services in the Borough including Supported Accommodation.

Monitor and evaluate the quality of care service provision within the Borough promoting ways of working that are:

- Person centred /outcome focussed;
- Inclusive;
- Well led.

Take account of the Service User perspective including the specific outcomes required for service users and the views of carers/relatives where appropriate in evaluating the quality of care service provision.

Work in collaboration with care service providers, providing practical support and advise in order to achieve quality services and positive outcomes for Service Users.

Work in collaboration with: external partners - e.g. the Care Quality Commission, Health, other Local Authorities/London Boroughs and internal partners - e.g. Adult Social Care, Category Management, Complaints, Contract Monitoring, using all information available to assess/improve the quality of care provision.

Support the development and production of qualitative and quantitative data to inform risk profiling and analysis and service prioritisation.

Provide internal feedback within the Council linking in with the Council's care governance arrangements and informing commissioning strategies, service planning and contract monitoring.

Undertake specific investigations as required including those resulting from safeguarding concerns and/or relating to concerns identified by CQC and/or identified by partner agencies and/or reported by non-professionals e.g. Service Users and their relatives, members of the public.

Provide guidance and advice on quality assurance and improvement activities.

Identify early indicators/warning signs of concern as a means of prevention.

Support the prevention measures embedded in commissioning strategies.

A. Job Description (non-management level)

1. Resident & Community Contribution

- To demonstrate understanding of the Council's Quality Assurance Framework and to ensure that standards within the framework are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Implement the Quality Assurance Framework in order to monitor and support the quality of care service provision in the Borough;
- Maintain up to date information about care service providers in the Borough;
- Take account of the Service User perspective, including the specific outcomes required for service users and the views of carers/relatives where appropriate in evaluating the quality of care service provision;
- Work in partnership with Hillingdon Healthwatch to optimise engagement with providers, service-users and carers;
- Work with other stakeholders in the Quality Assurance process in addressing concerns raised about care provider services and ensure the implementation of any improvement/action plans agreed;
- Work in collaboration with care service providers, providing practical support and advise in order to achieve quality services and positive outcomes for Service Users.
- Develop strong collaborative relationships with external and internal partners and providers to facilitate collaborative working to improve service quality and delivery;
- Work closely with service providers to ensure that any recommendations are understood and are being responded to with appropriate urgency via an appropriate action plan;

- Undertake regular quality reviews, self-assessments and specific investigations including providing support to safeguarding proceedings;
- Support the development and production of qualitative and quantitative data to inform risk profiling and analysis and service prioritisation.
- Provide internal feedback within the Council linking in with the Council's care governance arrangements and informing commissioning strategies, service planning and contract monitoring;
- Attend monthly Provider Risk Panel meetings providing relevant updates and information in order to support informed decision making within the Council's care governance framework;
- Provide guidance and advice on quality assurance and improvement activities;
- Ensure Service providers operate their own effective quality assurance systems, including a whistle blowing policy - and that information is reported to the Council in an appropriate timeframe and in an agreed format;
- Ensure that social care service providers within Hillingdon implement and adhere to the London Multi-Agency Policy and Procedures to safeguard adults from abuse (PLP) and non Hillingdon Service Care Providers implement and adhere to the host Local Authority's Policy and Procedures for Safeguarding Adults;

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Assist in the development and implementation of effective and efficient quality assurance practices for service providers.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Identify and develop opportunities for service users and their carers (as appropriate) to participate in decision making processes to develop and improve services.

7. Contacts

Internal: Staff at all levels within the Council and elected members.

External: Other Local Authorities, Clinical Commissioning Groups, Care Quality Commission, Government Departments, Private & Voluntary Sector Care Service providers, Registered Social Landlords, Service User/ Relatives, Community Groups, other Agencies and the Public.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Integrate the principles of Equal Opportunities into the practices and procedures of the service so as to provide a non- discriminatory service to all staff and service users.

9. Key Performance Indicators

Set and reviewed as part of the appraisal process in line with the Team Plan and also reviewed as part of 1:1 meetings.

B. Person Specification

Quality Assurance Officer

This person specification will be used for recruitment to the **Quality Assurance 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.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Attained or studying to attain a qualification in relation to any of the following: <i>NVQ 3 or 4 (in Social Care Management)</i>	✓	
Attained or studying to attain a qualification in relation to any of the following: Social Worker, Occupational Therapy, Qualified Nurse		✓
GCSE English - grade C or above	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
On occasions the post holder will be requested to work outside of normal office hours Monday-Friday and at weekends.	✓	
The post holder must have a driving licence and everyday access to car.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working within the Social Care and Housing sector in one of the following areas: - supported housing - a private, voluntary or local authority care home or Domiciliary Care agency - a Care Home/ Domiciliary Care agency - Care Management (Social Work) - monitoring of social care and housing services in a care home /domiciliary care /supported housing setting	✓	
Experience of developing and implementing robust contract monitoring systems for social care, housing support or health care contracts		✓
Experience of providing information and advice through verbal and written reports to senior managers	✓	
Experience of successfully planning and delivering on objectives, acting on own initiative, prioritising conflicting demands, meeting deadlines and implementing change	✓	

A proven track record of developing and sustaining effective working relationships and communications both internally and externally with a range of contacts.	✓	
Experience and well-developed understanding of a range of IT applications including word processing, spreadsheets and databases.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Understanding of the operational, statutory and non statutory requirements and strategic objectives affecting the contracting of Social Care and Health provision. This should include a broad understanding of the Health and Social Care Act 2008 and the (Regulated Activities) Regulations 2014, the Care Act 2015, Commissioning for Better Outcomes Framework, the functions of the Care Quality Commission (CQC) and, where appropriate, OFSTED.	✓	
Ability to analyse, collate and present a range of information to a number of different audiences, including service users, senior managers, elected members, partner organisations.	✓	
Strong communication and interpersonal skills including negotiation and conflict resolution skills as well as an ability to remain calm and impartial under pressure	✓	
Good problem solving skills with an aptitude for detail and the ability to think innovatively using a logical and systematic approach.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working 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.	✓	
Communication Demonstrates well developed written (e.g. reports) and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and	✓	

knowledge by promoting and supporting developmental opportunities to improve performance.		
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