

Kent County Council

Job Description: *Mosaic Data Quality Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Operational Support Unit
Grade:	KR7
Responsible to:	Community Purchasing Support Team Manager

Purpose of the Job:

Analyse suspended and unmatched payments on our client database.
Liaise with providers/suppliers, people we support and their representatives to ensure the information we hold is accurate. Supports provider payments to be made promptly.

Main duties and responsibilities:

- Analyse suspended and unmatched payment reports and identify issues that have stopped payments from being processed. Liaise with providers/suppliers, people we support and their representatives to ensure the system reflects the care provided.
- Liaise with teams across Adult Social Care and Health and provide managers with timely and accurate information on provider related issues.
- Discuss with clients or their representatives, the roles of the Purchasing Team and process, advice on costs of care including the costs of care and calculation of charges. Provide documentation and information as required.
- Support with complaint investigations around incorrect charging and provider payment disputes.
- Communicate with clients, or their representative, and confirm all relevant aspects of their care provision including discussing options for Direct Payments. Ensure records are up to date of all communication and action taken.
- Act as point of contact with providers for arranging an individuals' care. Ensure that all appropriate information received as part of a referral is shared with the provider and that service delivery orders are produced promptly. Ensure that all information is accurate and recorded.
- Ensure all services purchased are value for money for KCC and escalate where further negotiations are needed. Record and feedback gaps in service or concerns to the Community Purchasing Support Team Manager

- Consistently and correctly identify clients' needs where a referral to the Social Work or Safeguarding team may be required. Liaise with the Safeguarding team to determine options for the continuation of ongoing support to the client whilst any safeguarding activity is carried out.
- Actively contribute to provider forums, teleconferences and meetings, and act as a representative of the Purchasing Team.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Mosaic Data Quality Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Level 3 qualification or relevant experience• GCSE Maths and English Grade A-C
EXPERIENCE	<ul style="list-style-type: none">• Experience working as part of a team• Experience of working with providers and other agencies• Experience of working within Social Care• Experience of purchasing or arranging services
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability to communicate effectively with people by telephone and in writing.• Ability to manage difficult conversations• Computer skills in a wide variety of Microsoft packages• Ability to organize and prioritise own workload• Ability to communicate with a range of people including providers, clients and their representatives.• Interpersonal, organisational and administrative skills• Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence• Ability to arrange services that are value for money and meet the client's needs• Ability to create, maintain and validate information in a range of formats.• Ability to identify issues with providers and escalate them appropriately.• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery• Awareness of your own and others health and safety• Ability to travel flexibly across a wide geographical area in accordance with the needs of the job• Ability to work flexibly and reacting in an emergency for business continuity, including cover for bank holidays, weekends, and evenings.

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Purchasing protocols • Understanding of the needs of clients, carers and their representatives. • Awareness of integrated working with partner agencies • An awareness of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act. • Awareness and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing • Compliance with information governance, data protection, record retention and confidentiality issues • Understanding of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>