

Directorate: Adult Social Care and Health
Unit/Section: Quality and Standards
Grade: KSE
Responsible to: Team Manager – Quality and Standards

Purpose of the Job:

Working with adults aged 18+, The Quality and Standards Team carry out service and statutory reviews of Residential and Supported Living Services, delivered by external providers, to understand whether the level of care that has been commissioned is actually being delivered. The work completed is in collaboration with the individual, their families/carers and the provider to ensure compliance with The Care Act 2014.

The Team also examines whether shared hours could be used more effectively within a service to support the enablement of Service Users by providing background hours across a house.

They also provide operational locality teams and Providers with specialist support and advice around operational quality issues, including such areas as reporting and staff rotas. Any evidenced issues are then escalated to commissioning or counterfraud teams.

Main duties and responsibilities:

1. Co-ordinate County-wide service and Statutory care and support plan reviews for individuals supported by Adult Social Care. These visits ensure that the focus is on the quality of delivery within the services against the requirements of the contract.
2. Identify potential savings, cost avoidance and efficiencies through Mosaic systems and efficient work processes.
3. Initiate, develop and participate in close working relationships with a wide range of operational locality teams, other Council colleagues such as Commissioning, Purchasing and Counterfraud as well as with external Service Providers and stakeholders.
4. Encourage joint working across the directorate to maintain a presence in operational locality Team Meetings and ensure that teams are clear about the function, roles and responsibilities of the Quality and Standards team.

5. Actively engage in Quality and Standards Team meetings on a regular basis to discuss concerns or issues arising from audits, reviews or provider contact, escalating any provider issues or concerns with the relevant Assistant Director, Commissioning and Purchasing colleagues.
6. Working closely with the Supported Living Brokerage team, commissioning and Purchasing, support with the monitoring of vacancies/voids within a service.
7. Support operational locality teams to correctly assess and calculate shared hours to ensure packages are reflecting an individuals eligible needs and the utilisation of shared hours is maximised.
8. Create and maintain accurate, up to date and reliable data, information and records in line with information governance framework requirements, standards and best practice to ensure compliance with legislation.
9. The Quality and Standards Officer will work with operational teams and our providers to ensure best use and access to local communities and services, ensure that we are led by assessment and need while encompassing outcome focused practice. To undertake projects and scoping exercises that will provide us with an effective way to commission as a responsible authority.

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.

Kent County Council
 Person Specification: Quality and Partnership 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	• Educated to GCSE level or equivalent, demonstrating numeracy and literacy. • Completed or working towards Kent Manager
EXPERIENCE	• Experience and/or interest of working with people with social care needs (e.g. learning disability, physical disability, older persons, mental health). • Working in a multi-agency environment/partnership • Experience or demonstrated interest in providing a service to the public • Previous experience of presenting reports and participating in meetings with elected Members and Senior Officers • Experience and working knowledge of the Council's Care Needs Assessment tools, matrices and processes
SKILLS AND ABILITIES	• Ability to communicate effectively with Service Providers, colleagues and partner agencies through written and verbal communications • IT skills and effective use of Microsoft Office programs • Ability to work effectively under own initiative to prioritise own workload and as part of a team • Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery • Understanding and compliance with KCC's performance monitoring requirements. • Ability to build and develop effective working relationships across a wide range of internal and external partners • Ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence • Ability to reflect on and critically analyse own performance in an effective way

	• Ability to travel across a wide geographical area in a timely and flexible manner to ensure the needs of the service are met.
KNOWLEDGE	• Good working knowledge of legislation relating to Adult Social Care • Clear understanding of outcome focussed practice • Up-to-date knowledge of research and policy developments which impact on Adult Social Care • Good general knowledge across a broad range of the Council's services in order to ensure that proposals are consistent with the Council's overall policies and directives • Awareness of and responsiveness to political issues • Knowledge and understanding of budgetary and financial procedures
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • 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 Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all

	Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
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