# **Job Description**

Job title Quality Assurance and Contracts Coordinator

Directorate PEOPLE : Children and Adults

Division Children’s Commissioning

Range MPR 4

Reports to Workstream Lead

## **Main purpose of the job:**

Be responsible for the quality assurance and sourcing of appropriate resources to support children, young people, carers, and their families. This includes conducting thorough needs assessments, coordinating the provision of appropriate resources, and ensuring that these resources are delivered efficiently, cost-effectively, and in compliance with relevant legislation. Ensure a strong focus on service quality and regularly review resources/compliance information and services to guarantee they continue to meet the needs of individuals. Hold providers to account where standards are not maintained and ensure compliance in line with current legislation, processes and standards.

Liaise with stakeholders in a way that promotes the [vision and values](https://www.medway.gov.uk/info/200364/medway_council_strategy_2022_to_2023#values) of the Council.

Liaise with stakeholders in a way that promotes the [vision and values](https://www.medway.gov.uk/info/200255/childrens_social_worker_jobs/1642/our_vision_and_leadership_standards) of the service*.*

## **Accountabilities and outcomes:**

Conduct comprehensive assessment of the needs of children, young people, carers and their families, ensuring resources are sourced, allocated and tailored to meet individual needs in a timely and efficient manner and balance cost effectiveness with quality of services to ensure efficient use of resources whilst focusing on maximising outcomes for individuals.

Monitor and evaluate the quality of services and resources provided to ensure they meet required standards and comply with statutory regulations and internal policies, including safeguarding and health and safety legislation.

Create and foster strong working relationships with the Integrated Care Board, educational institutions, providers and other relevant stakeholders to ensure seamless and good quality services.

Advocate for children, young people, carers and families to ensure their voices are heard and incorporated into service planning, delivery and outcomes.

Review effectiveness of resources and services provided to ensure they continue to meet the evolving needs of children and young people. Be able to challenge providers/services when quality standards decline and implement robust plans to address shortfalls.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

## **Key Corporate Accountabilities:**

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone’s responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

## **Organisation:**

This role reports to the Workstream Lead

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

## **Working Style:**

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

# **Person Specification**

All criteria at level A are considered essential unless stated otherwise.

## **Qualifications**

### Level A

* 3 A-Levels or NVQ Level 3, or equivalent in a relevant field such as social care, health or education.

### Level B (in addition)

### Level 3 Safeguarding children.

### Level C (in addition)

NVQ Level 4 health and social care, education or related field.

## **Knowledge**

### Level A

* Basic understanding of safeguarding policies, child development and support services for children and young people.
* General awareness of local authority processes and management.
* Basic understanding of legislation and the impact of working in a local authority.
* A good understanding of equality, diversity and inclusion.
* A good understanding of GDPR legislation and best practice in relation to information sharing.
* An understanding of the role of advocacy.
* An understanding of procurement.

Level B (in addition)

* In-depth understanding of key legislation such as the Children Act, Care Act, and safeguarding regulations.
* Knowledge of different resource options for children and young people.
* Process knowledge for assessing needs and allocating resources.
* A good understanding of the Council’s procurement process and procedures.

Level C (in addition)

* Comprehensive knowledge of services commissioned, procurement, and resource management.
* Thorough understanding of complex needs assessments and risk management.
* Expertise in service compliance, quality assurance frameworks, and national standards for children’s services.

## **Experience**

### Level A

* Experience working with children, young people, carers or families (e.g. residential care, educational setting or children’s services).
* Experience of dealing with customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem.
* Experience working with a range of ICT packages (e.g. Word, Excel, PowerPoint).
* Experience of supervising and supporting others in their role.

Level B (in addition)

* Demonstrated experience in ability to work independently to sourcing and coordinating resources.
* Experience in collaborating with external agencies and stakeholders (e.g. Integrated Care Board, SEND, Ofsted).
* Experience conducting assessments of need and coordinating support, ensuring quality throughout.

C (in addition)

* Experience leading service reviews, implementing improvements and ensure compliance with legislation.
* Significant experience in manging complex cases involving children and young people.

## **Skills**

### Level A

* Good organisation and time-management skills.
* Strong communication and interpersonal skills and ability to follow set processes.
* Basic problem-solving skills.

### Level B (in addition)

* Strong decision-making skills, including ability to prioritise.
* Enhanced communication, negotiation skills for dealing with multiple stakeholders.
* Ability to monitor and review service outcomes and identify areas for improvement.

Level C (in addition)

* Leadership and supervision skills, with the ability to guide and support colleagues in their roles.
* Advanced problem-solving and decision-making skills.
* Strong analytical and reporting skills, including the ability to present information to senior management.