

## Job Description

Job title	Provider Quality Assurance Officer
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care – Business Operations and Provider Services
Range	MPR 3
Reports to	Provider Quality Assurance Manager

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### Main purpose of the job:

Support the Provider Quality Assurance team manager to implement systems which can be used to effectively monitor quality standards across adult social care external provision.

Assist in the monitoring of quality of care provided, conducting regular observations and audits to ensure compliance with required standards.

Maintain up to date quality assurance records using appropriate systems within specified timeframes and produce reports as required.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

Assess care services to ensure they are safe and effective for those accessing services.

Monitor the quality of care provided across Medway Council and other relevant local authorities, conducting regular observations and audits to ensure compliance with required standards.

To work with providers to help improve the quality of services.

Support the running of the six weekly surveillance group meetings by setting up agendas, taking minutes and ensuring actions have been addressed.

Maintain quality assurance datasets for example: safeguarding, complaints and professional concerns in order to provide data returns and reports for management.

Maintain a good level of training and understanding especially around current regulations within the care service in order to provide advice and guidance where appropriate.

Collaborate with external agencies eg. The Care Quality Commission (CQC), Integrated Care Board (ICB), Home Office, health colleagues, Fire Service and other local authorities regarding quality assurance, alerting

## Medway Council Job Profile

commissioners and social workers to significant changes in performance and ensuring required action is taken in accordance with changes in CQC regulations, NICE guidance, HSE regulations, and other regulatory authorities.

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.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

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

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Accountabilities to Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be responsive.
- Be understanding.
- Be honest.
- Be focused.
- Be realistic.
- Be a good time keeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

'Make no decision about me without me.'

## Medway Council Job Profile

### Organisation:

This role reports to the [Provider Quality Assurance Manager](#).

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

### Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

The postholder may be required to undertake the occasional weekend and night visits.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

## Person specification

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

### Qualifications

#### Level A

- A minimum of 5 GCSE's (grades 4-9) or equivalent, including Maths and English

#### Level B (in addition to level A criteria)

- Completion of all mandatory training

#### Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development

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### Knowledge

#### Level A

- An understanding of working with vulnerable adults and children.
- An understanding of safeguarding and mental capacity
- An understanding of community-based support in adult social care.
- An awareness of GDPR legislation and best practice in relating to information sharing.

#### Level B (in addition to level A criteria)

- Experience in undertaking quality assurance activities, including reviewing and scrutinising data.
- Experience with working with people with care and support needs.

#### Level C (in addition to levels A and B)

- Knowledge of the Mental Capacity Act 2005
  - Knowledge of Care Quality Commission's compliance guidelines
  - Knowledge of the Health and Social Care Act 2008 code of practice
  - A good understanding of GDPR legislation and best practice in relation to information sharing.
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## Medway Council Job Profile

### Experience

#### Level A

- Experience of working in a children's or adult social care capacity.
- Experience of conducting observations and audits to ensure compliance with required standards.

#### Level B (in addition to level A criteria)

- Experience of supporting care providers raise their standards.
- Experience of analysing and interpreting complex information and situations.

#### Level C (in addition to levels A and B)

- Minimum 2/3 years' experience in a similar post
- Experience of evaluating service quality against set standards
- Ability to contribute to team plans and objective setting, initiating ideas for managing their own and other workloads.
- Detailed knowledge, experience and understanding of working with vulnerable adults and children. |

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### Skills

#### Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.
- Good customer care skills.
- Demonstrates awareness, diplomacy, sensitivity and empathy.
- Demonstrable ability to explain straightforward tasks to others, where required
- Demonstrates the ability to plan and manage the required workload.
- Good written and verbal communication skills with the ability to present information in an understandable way.
- Shows the ability to be flexible, respond positively to change, and work effectively under pressure and deal with conflicting priorities.
- Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.
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#### Level B (in addition to level A criteria)

- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- To work with adult social care providers to improve the quality of services.
- Experience in undertaking quality assurance activities, including reviewing and scrutinising data to understand the meaning and implications for practice
- Ability to interpret and succinctly/clearly write reports and briefings from a wide range of sources.
- Ability to work independently within defined procedures, and work outside of procedures, making decisions and seeking guidance where required.

## Medway Council Job Profile

### Level C (in addition to levels A and B)

- Demonstrable experience of planning ahead and having the ability to respond positively to change.
- Ability to monitor the effects of decisions, taking account of risks and being prepared to take ownership of actions, and modify own and others work practices where necessary.
- Demonstrates a commitment to ongoing personal development.  
Ability to take the initiative to work with other agencies to help improve care standards. |