# Job Description

**Role Profile**  \_ Commissioning Officer – Service Improvement

**Service/Team** \_ Adult Social Care - Commissioning

**Reports to** \_ Service Improvement Team Manager

**Responsible for** \_ N/A

**Number of posts** \_ One

**Post number** \_ CM518/CM519

**Career Grade** \_ BCP Grade G

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring that good quality care and support services are developed and delivered locally in a way that meets the needs and aspirations of vulnerable adults with a long-term condition.

**Job Overview**

To support the performance management activity to ensure high quality services are delivered through the regular and effective monitoring and review of existing and new Adult Social Care – Commissioning agreements.

## Key Responsibilities

* To monitor and assess, review and evaluate the performance of providers in accordance with Adult Social Care – Commissioning contract arrangements to ensure high quality services are delivered in line with the Council’s policy and procedures, and Government guidance and legislation.
* To promote constructive provider relationships by providing support, advice and guidance to contracted providers in regard to best practice.
* To provide the Commissioning Managers and Heads of Service with written reports and action plans as required, in relation to the outcome of assessments of the performance of contracted providers.
* To provide support and advice in relation to performance management issues to providers, health and social care professionals, fieldwork staff and all relevant stakeholders.
* To represent the Service Improvement Team at Adult Protection Investigations, ensuring a support role to Adult Protection Investigators as required.
* To undertake such duties as may be required from time to time commensurate with the level of the post.
* To comply with all decisions, policies, and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

## Specific Qualifications and Experience

* Educated to A level standard or equivalent experience in specialist area;
* Qualification or evidence of training in a care related field of employment;
* Experience of contact and high-level communication with members of the public and people of varying professional and occupational backgrounds and responsibilities;
* Experience of partnership working with a range of partner agencies and providers;
* Experience of working in a care related field of employment.

## Personal Qualities & Attributes

* Good problem-solving skills;
* Excellent ability to communicate effectively both verbally and in writing;
* Ability to manage and prioritise a varied workload and schedule of work to meet deadlines;
* Ability to work as part of a team;
* Highly effective ability to analyse data effectively and report in a reasoned and factual manner;
* Ability to work to a high level of accuracy and attention to detail;
* Good negotiation skills in a range of settings;
* Excellent ability to build and sustain relationships.

## Job Requirements

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* This post will engage with vulnerable members of our community who have lived experience and so will be required to carry out a DBS check commensurate to the role.
* The role may be required to work weekends or evenings as part of scheduled and/or emergency monitoring activities.

Prepared by: Gillian Lacey Updated: September 2021

Reviewed and Updated June 24 by Ali Pearman