



Senior Quality Monitoring Officer

Band: 10, Salary: £42,838 - £47,181 p.a.
37 hours per week

The Service

At Portsmouth City Council we're all about developing our staff, because we want to build a bigger and better city, but we need the best employees to do so.

An exciting opportunity now exists for a full-time Quality Monitoring Support Officer within Adult Social Care (ASC).

This will be within newly formed Quality Monitoring team, supporting the monitoring of Health and Social Care contracted services across the city. Effective monitoring of services is essential to ensure good quality care is being provided to keep people safe. This role will report to the Contracts & Commissioning Assistant Team Manager.

The successful candidate will work from the Civic Offices but there will be the opportunity to work from home as agreed with the line manager.

What is the role?

The role will lead a team on the delivery of high-quality care services by conducting quality assurance and contract monitoring activities using a quality assessment tool such as Provider Assessment and Market Management Solution (PAMMS) or alternative tools. Supporting continuous improvement across commissioned ASC services, ensuring compliance with contractual, regulatory and quality standards.

This will involve:

- Conducting full and focussed quality assessments using tools (such as PAMMS assessments or alternatives) across commissioned services.
- Overseeing the planning and execution of quality monitoring visits.
- Develop and maintain quality improvement plans and ensure timely follow up and resolution of identified issues.
- Carrying out follow up inspections and provide ongoing support to ensure improvements are embedded.
- Analysing quality assessment data to identify trends, risks and areas of improvement.
- Producing high-level reports and dashboards for senior management, commissioners and stakeholders.
- Maintaining accurate records of assessments and outcomes.
- Act as a senior point of contact for providers regarding quality assurance matters.
- Facilitate provider forums, workshops and training sessions to promote best practice and continuous improvement.
- Keep informed of national best practice, ensuring this is shared and adopted by providers.
- Coaching and mentoring external providers, and internal team members.
- Provide day-to-day supervision, guidance and support to Quality Monitoring Officers.

- Allocate work, monitor performance and ensure consistency and quality in assessments and reporting.
- Contributing to the development of quality assurance frameworks, policies and procedures.
- Promoting a culture of learning, inclusion and continuous improvement across the team.
- Building strong relationships with providers to support quality improvement and market sustainability.
- Supporting the Contracts and Commissioning Team by escalating concerns and providing market oversight.

This list of duties is not intended to be exhaustive. Other responsibilities may be required as part of the role, and as a condition of your employment, you may be asked to undertake additional tasks that are reasonably expected.

Who is the person?

You need to:

1. Be a registered Nurse, Social Worker or Allied Health Professional (AHP) registered with HCPC (or relevant successor body) or NMC, or Registered manager in a care service or have equivalent work experience.
2. Have experience of working in office-based employment ideally in a Health and Social Care setting.
3. Significant experience in Quality Assurance or Contract Monitoring in Health and/or Social Care.
4. Have knowledge of CQC standards and inspection frameworks.
5. Have a strong understanding of Adult Social Care services and relevant legislation.
6. Knowledge of PAMMS framework or similar quality monitoring tools, and it's application in provider assessment.
7. Excellent analytical, communication and report writing skills.
8. Ability to lead projects and manage competing priorities effectively.
9. Knowledge of Safeguarding, Risk Management and market oversight.
10. Experience of mentoring or supervising staff.
11. Ability to work independently and collaboratively with internal and external stakeholders.
12. Ability to communicate difficult and controversial issues including performance and change.
13. Experience or knowledge of supporting service improvements in care settings.
14. Personal qualities of being trustworthy, reliable, and confident.
15. Can demonstrate fairness, encourage innovation, achieve results, and demonstrate awareness of the demands and sensitivities of working within a public organisation.
16. The ability to take responsibility, and work in an anti-discriminatory way.
17. An understanding of the issues relating to confidentiality, human rights, and data protection requirements.
18. The ability to travel around the City is a requirement as you will be required to attend meetings etc.
19. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.



How to apply: Remember to demonstrate why you are suitable against each of the points described in the 'Who is the Person' points on the Job Profile using examples from your experience or transferable skills. This might be through qualifications or descriptive examples from your work / personal experience, which clearly illustrates what you did and the effect it had.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.