

**Job Description****Social Services Department**

Post Title	Contract Monitoring Officer		
Post Number	BG03544	Grade	7
Base	Agile Working	Hours of Work	37
Car User Allowance		Disclosure	Enhanced
Contact	Carys Jones – Tel: 01495 369646	Updated	Feb 2025

Politically restricted**No****Yes ***

*The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

To undertake contract monitoring of commissioned care Providers, including announced and unannounced visits to services such as Care Homes, to ensure compliance with the local authority contract and standards as set out in Social Services Wellbeing (Wales) Act 2014 and Regulation and Inspection (Wales) Act 2016.

Responsible to: Team Manager – Social Care and Housing Support Commissioning Team

Responsible for: Supporting and contributing to the commissioning, development, implementation and monitoring of a contractual framework, which will deliver Best Value care and support services to meet the social care needs of Blaenau Gwent citizens.

Principal Accountabilities

1. To develop and maintain effective information systems to facilitate the monitoring, review and evaluation of contract compliance and performance monitoring, ensuring Providers submit all relevant contract management information in relation to their services.
2. To analyse and evaluate the performance of Providers of commissioned services against the agreed contract service specification.

3. Ensure Providers are delivering effective care and support services that are compliant with Minimum Care Standards and associated legislation.
4. To attend multi-agency safeguarding strategy meetings as and when required, facilitating and monitoring Provider adherence to any action plan devised by the group.
5. To assist with and undertake quality assurance of commissioned care and support services, including announced and unannounced site visits, consultation with service users and stakeholders and working with Providers to implement any required action plans based on service provision.
6. To work closely with colleagues across the wider Gwent area and to further promote and develop collaborative working and service delivery across the region by participating in the Integrated Health and Social Care Collaborative Commissioning Group.
7. To contribute to the development and implementation of commissioning strategies and procurement plans for Adult's Services to reflect outcomes focussed commissioning of domiciliary care and support packages via a flexible brokerage service.
8. To produce management information and reports to Senior Management and Care Management Teams as and when required.
9. To represent the Commissioning Team on appropriate forums/groups/meetings, locally and regionally, as and when required.
10. To liaise, support and provide guidance on the application of Contract Standing Orders for new and existing services.
11. To ensure confidentiality and compliance with all relevant codes of practice, both legislative data protection, and the Local Authorities own Information Security and Confidentiality policies and procedures.
12. To adhere to the principle of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
13. Undertake such other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

Person Specification

1. Qualifications & experience

Qualifications/relevant experience	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
HNC or NVQ Level 4 in relevant area	Essential	✓			
Relevant Degree or Management Qualification	Desirable	✓			
Professional Social Care Qualification	Desirable	✓			
Sound knowledge and experience in the use of IT systems	Essential	✓			
Experience of communicating and consulting with a range of organisations and/or individuals	Essential	✓	✓		
Experience of contributing towards the development of policies and procedures	Essential	✓	✓		
Experience of contract monitoring and reviewing projects	Essential	✓	✓		
Experience of collating and analysing statistical, financial and strategic information	Essential	✓	✓		
Knowledge/Skills					
Knowledge and understanding of standards and regulations associated with social care e.g. CIW	Essential	✓	✓		
Good knowledge and understanding of the needs of vulnerable people, including those with complex needs	Essential	✓	✓		
Knowledge of social care strategies such as 'Living Independently' Agenda and outcomes focussed commissioning	Desirable	✓			
Understanding of commissioning and contracting processes in social care	Desirable	✓			
Ability to work on own initiative and as part of a team	Essential	✓			
Effective communication skills both verbal and written	Essential	✓	✓		
Excellent customer care and interpersonal skills	Essential	✓	✓		

2. Special Requirements	Essential / Desirable	Application Form
The need to be flexible in working hours, to meet the needs of the Service	Essential	✓
Hold a valid full driving licence and have use of a car for work purposes	Essential	✓

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above)	Desirable	✓			

	Level 0	Level 1	Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	X						
Reading/Understanding	X						
Writing	X						

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible		✓		✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results	✓	✓		✓
	Understands that changes are needed if things are to be improved	✓	✓		✓
	Finds new and creative ways of doing things better	✓	✓		✓
	Actively seeks to develop own skills and knowledge	✓			✓
	Learns from mistakes & welcomes constructive feedback	✓			✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching

Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent	✓			✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests	✓			✓
	Recognises potential value of others' opinions and actively seeks their contributions	✓			✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed	✓			✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others	✓			✓
	Communicates professionally				✓

	by using formal channels appropriate to the situation				
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