

## Placement Relationship Officer

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|---|--|--------------------------------|-----|
| <b>Reports to:</b>  | Supplier Relationship Manager                    |                                |     |
| <b>Department:</b>  | Commissioning, Contracting and Market Management | <b>Grade:</b>                  | PO1 |
| <b>DBS Status:</b>  | Basic  | <b>Politically restricted:</b> | No  |
| <b>Job Purpose:</b>   |  |                                |     |
| <ol style="list-style-type: none"> <li>1. Ensure that placements continue to meet the assessed needs of individuals placed and that they meet expectations in terms of quality of service and cost effectiveness.</li> <li>2. Undertake reviews of individuals in all commissioned services, ensuring that six key elements are part of all reviews: (i) that the assessed needs of the individual continue to be met; (H) that the views of the service user, their formal representatives and family are core to the review process; (Hi) arranging transfer to alternative services if needs warrant change; (iv) ensuring that the service provided is of consistent quality; (v) that the service safeguards the individual and (vi) that it continues to be cost effective and efficient use of resources in meeting the needs of the individual and the Council's objectives.</li> <li>3. To further ensure that all commissioned provision is meeting required contract standards and outcomes.</li> <li>4. To support and contribute to the delivery of an annual commissioning delivery plan within a specific thematic area and to support ongoing commissioning and market development for this thematic area.</li> </ol> |  |                                |     |
| <b>Values</b>   |  |                                |     |
| <p>Collaborate proactively.<br/> Lead inclusively.<br/> Embrace change.<br/> Be bold and curious.<br/> Celebrate and share our success.</p>   |  |                                |     |
| <b>Job specific roles and responsibilities</b>  |  |                                |     |
| <ol style="list-style-type: none"> <li>1. Work collaboratively within the team, across the Department and with external organisations in undertaking an allocated work programme of Commissioning, Contracting and person centred reviews of individuals receiving care and support in commissioned services.</li> <li>2. Support the development and delivery of an annual commissioning delivery plan for the thematic area, taking a lead role for specific areas of delivery and be accountable for the delivery of these.</li> <li>3. In addition to the delivery plan, support the delivery of all procurement activity and be responsible for leading agreed procurements where agreed with the Supplier Relationship or Market Oversight Manager.</li> </ol>  |  |                                |     |

4. Undertake the analysis/evaluation of commissioned services and produce recommendations for the Market Oversight Manager and service management team around future activity.
5. Undertake analysis to identify gaps in services and identify specific needs for services support within the population and ensure robust evidence is available to inform future commissioning intentions – based on need.
6. Supporting the Market Oversight Manager in all commissioning and market development activity for the thematic area, taking a lead role on particular activity or projects as required. This will include:
  - a. market engagement/warming activity,
  - b. managing the decommissioning process where required,
  - c. managing the mobilisation of new services (and managing provider performance against the spec during this mobilisation period)
  - d. user consultation and engagement, specific to the thematic area
7. Ensure that individuals' needs and desired outcomes are fully met and action taken where necessary to ensure this through the process of individual review; ensure individual, their representative and those providing their care are fully engaged in the review process.
8. Planning and supporting the process of move to alternative provision where assessed needs arising from reviews indicate that the persons assessed needs could be met in another environment and ensure this is done in a sensitive way.
9. Contribute to the delivery of quality services to individuals through providing feedback from the review process and ensuring that actions for the individual or groups of individuals are planned and implemented.
10. Ensure that individuals are safe and protected from harm by identifying their assessed needs, ensuring that an individual plan is in place to meet those needs and that any vulnerabilities or risks are identified and managed.
11. Where a SGA concern is identified, to immediately report this as appropriate via the SGA procedure.
12. Where SGA investigations are undertaken with a provider service, provide support to the investigation process through review activity, as appropriate.
13. As part of the review and liaison with providers to contribute to ensuring that purchased services continue to be cost effective and provide value for money.
14. Develop and manage relationships with key providers in relation to the delivery of services in the thematic area; to act as a point of contact for contracted suppliers in dealing with day to day contract compliance queries and to report to and liaise with the Supplier Relationship Manager with lead responsibility for the supplier.
15. Undertake contract monitoring with designated providers, identifying quality concerns and working with providers to develop, implement and monitor quality improvement plans, supported by the Supplier Relationship Manager.

16. To report to providers on the outcomes of regular checks, audits, feedback gained identifying key issues and areas for improvement.
17. To work collaboratively with service providers in ensuring compliance with contract requirements, improving the quality of their services and acting on feedback from service users
18. To share best practice with colleagues and use market intelligence to support provider development.
19. Ensure that all administration, recording keeping, and information management records are maintained and individual records are maintained and kept up-to-date.
20. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
21. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
22. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
23. Undertake any other duties commensurate with the general level of responsibility of this post.

## **Essential Requirements (key skills & qualifications)**

### **Knowledge and Qualifications**

1. Evidence of significant relevant CPD/or relevant professional qualification
2. Robust understanding of the role, regulations and operating environment for accommodation based services
3. Robust understanding of the process of placement review and the obligations of the department under CRAG and other relevant regulations
4. Knowledge of the Ordinary Residence rules and guidance
5. Knowledge of Continuing Healthcare guidance
6. Knowledge of CQC regulations, policies and guidance
7. Robust Understanding of the policy, legislative and operating environment of health, social care, regulated services and the community and voluntary sectors
8. Robust understanding of requirements under the Care Act in regard to assessed need and meeting need.

### **Experience**

9. Undertaking person centred reviews of individual needs, assessing and identifying eligible needs and drafting effective person-centred support plans
10. Reporting on service outcomes, developing and implementing action plans, ensuring non-compliance corrective actions are implemented
11. Contributing to organisational compliance in placement review process regarding legislation, regulation and public body policy and procedures
12. Working within collaborative projects to deliver change, improvement, or efficiencies



13. Working with service users and customers to engage them in reviewing their needs and in gaining feedback
14. Using cost efficiency tools within reviews and successfully negotiating costs with providers

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs*