



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Compliance Officer

Grade: G06

Directorate: Adults and Health

Department: Quality Assurance Team

Responsible to: Compliance Lead

Purpose of the Job:

To work as a part of the Quality Assurance Team and directly with the Compliance Lead role to maintain and improve quality and standards of care and support within the provider sector.

This role will work with Care Homes and Care Agencies to maintain strong partnership working and will undertake compliance visits with providers as directed by the Compliance Lead.

Main Responsibilities:

1. To maintain regular contact with care providers via monthly multi-disciplinary meetings
2. To act as a point of contact for care providers regarding any issues connected to quality and compliance in line with their CQC regulatory standards of care
3. To provide regular updates to providers via newsletter, email and telephone contact on various topics including training, infection control etc
4. To act as a link to national, regional and local forums connected to provider care provision including Skills for Care
5. To work with the Compliance Lead to co-ordinate the assurance visits, undertake pre-assurance visit research and collate data to prepare for potential key lines of enquiry
6. To undertake aspects of the assurance visits in line with Rutland's Assurance Framework and to record, analyse and report findings from these visits to produce SMART action plans which support an approach of continuous improvement



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7. To be involved in implementing projects with providers, informed by national, regional and local priorities and to co-produce, co-design with providers wherever possible
8. To lead on the development and distribution of the monthly provider newsletter
9. To respond to any compliance concerns raised, collating any themes and trends which may require action to improve quality
10. To support the Compliance Lead as required with any actions linked to safeguarding enquiries undertaken within a provider setting
11. To maintain accurate records and data based on compliance concerns received and provide monthly reports to the Compliance Lead
12. To represent Rutland adult social care at local and regional forums connected to compliance and quality
13. To engage with people who use services and their families as required to learn from their experience of using care and support services
14. To attend the provider forum
15. To provide advice and guidance to Social Care Professionals on quality and compliance matters
16. To maintain good working relationships with local health and voluntary sector partners
17. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
18. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
19. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which



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are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Behaviours and outcomes:

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

Dimensions:

No Line Management or budget responsibility

JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Able to demonstrate a degree of literacy and numeracy normally associated with education to A-level or equivalent	A/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Knowledge and experience of service improvement and/or service review and/or change	A/I
Experience of working within a Compliance role or within the provider sector.	A/I
The ability to collect and analyse information in order to create SMART improvement plans.	A/I
An awareness of the needs (physical, social, cultural and emotional) of people as they grow older.	A/I
An awareness of dementia, mental health, disability or learning Disabilities	A/I



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Knowledge of safeguarding adults' law and processes	A/I
A good knowledge of relevant Legislation including Care Act 2014, CQC standards and regulations, employment law and health and safety in care and support setting	A/I
Experience of working within a multi-agency and multi-disciplinary way	A/I
Handling and processing manual and computerised information, where care, accuracy, confidentiality and security are important.	A/I

Desirable	Method of Assessment *
Experience of working with care homes and care agencies.	A/D

SKILLS

Essential	Method of Assessment *
A good level of communication skills is required as the post holder will be working with people in receipt of care and providers.	A/D
Good interpersonal and communication skills both written and verbal.	A/I
The ability to act professionally and autonomously.	A/I
Must be well organised and diligent.	A/I
IT literacy, including experience of word, excel and powerpoint	A/I
A good standard of numeracy and literacy with report writing.	A/I
The ability to determine priorities, and risk assess	A/I
Demonstrate a professional attitude in dealing with providers, service users, practitioners and the general public	A/I
Must be able to work on own as well as part of a team	A/I
Risk management - predicting, avoiding and solving problems	A/I



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Analytical and problem solving skills	A/I
Promote and form good working relationships with care providers	A/I
Highly customer focused and committed to provide a high level of customer care.	A/I
Have empathy, diplomacy and understanding, whilst maintaining clear professional boundaries.	A/I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team, including out of hours	A/I
Willingness and ability to visit other sites as and when required.	A/I
Must demonstrate a good understanding of the needs of vulnerable people.	A/I
Ability to travel round the county.	A/I
Own transport essential.	A/I
Lone working.	A/I

* A = Application Form D = Documentary evidence I = Interview T = Test

STRUCTURE

Director of Adult Services and Health



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Head of Prevention and Assurance

ASC PSW and Quality Lead

Compliance Lead

Compliance Officer

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
Feb 2025	Yes	Kelly McAleese – ASC PSW/QA Lead