

 WOKINGHAM BOROUGH COUNCIL		Job Description		Job Reference
Job Title		Care Quality Support Officer		
Service	Safeguarding and Care Governance	Team	Care Quality and Care Governance Team	
Location	Hybrid - home/office/on site			
Reports to	Care Quality Team Manager / Senior Care Quality Specialist			
Responsible for	NA			
Grade: 6	Type of position:		Date	
	Permanent Full Time		March 2025	
This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.				
<u>Service Purpose</u>				
To dynamically assess the care quality of providers within the Borough and proactively working with them to promote what 'good quality' looks like. Operating under the care governance framework to ensure a timely response to quality concerns and working closely with colleagues in the Adult Safeguarding Hub (ASH) and Deprivation of Liberty Safeguards (DoLS) teams.				
<u>Purpose of the role</u>				
The Care Quality Officer will be undertaking direct work with individuals in provider settings where there is involvement from the Care Quality team to improve the service provided. Under the guidance of Senior Care Quality Specialist the Care Quality Officer will be working within the relevant legislative and local frameworks, policies, procedures and guidance to undertake care quality assessments, reviews and support planning with providers promoting good quality care practice. They will be using a Human Rights approach considering positive risk enablement and equality, diversity and inclusion within their reviews.				
The Care Quality Officer will be supporting providers to identify their own development needs and action plans required to better the service. They will be liaising closely with colleagues in the Care Quality and ASH teams as well as other professionals/agencies as required to inform the Care Quality reports.				
<u>Main Accountabilities</u>				
1	To work in a person-centred way, ensuring that individual dignity is maintained, cultural and communication needs are addressed, and choices and aspirations are acknowledged.			

2	Undertake Care Act Reviews and care quality reviews/welfare checks as required, observing and applying professional curiosity to support the overall review of a service provider as part of the care governance process.
3	Undertake effective report writing of reviews and make recommendations on findings.
4	To identify and raise safeguarding concerns as required and contribute to development and implementation of safeguarding plans which maintain the individual's safety within the multi-agency safeguarding adults' procedures.
6	Carry a designated workload and support Care Quality Specialist's as required. Ensure social care information recording systems are appropriately used and maintained – including recording of referrals, reviews, risk assessments and day to day contacts and case notes.
7	Contribute to and support the content of the Intelligence log.
8	Work collaboratively to support customers to have a voice in the care quality assessment of providers/services.
9	Under guidance of a Senior Care Quality Specialist - direct targeted work with providers to support the development, delivery and improvement of care quality in local services.
10	Undertake pre quality audit work with providers supporting the partnership work of provider audits
11	Support care providers in the Action Plan stage of their care quality journey
12	To meet new providers to the area and set expectations and to establish professional relationships with relevant stakeholders as supported by Care Quality Specialist
13	Monitor out of borough providers undergoing the care governance process with the Host LAs
14	To proactively engage in relevant meetings and 1:1's and contribute to the development of the service.
15	To contribute to provider events and training. To contribute to and support the maintenance of the Provider SharePoint Hub.
16	To effectively manage time, priorities, workload, and conflicting pressures and escalate if appropriate.
17	To develop and maintain an understanding of legislation, policy, procedure, and guidance relevant to the role and to apply these to all work undertaken.
18	To have awareness of social, political, and financial environment that the council operates within and appropriately respond to this.
19	This is not an exhaustive list, and the post holder will be required to carry out other tasks that appropriate to the grade of the post and their level of competence and confidence.
Supervision Received	Regular formal supervision with the Senior Care Quality Specialist and ad hoc guidance and support. Additional supervision provided from a registered practitioner.
Supervision Given	None
Contacts & Working Relationships	Variety of internal and external stakeholder including other social care teams, Senior Managers, other WBC departments and teams, primary and secondary health partners, care providers, CQC and Commissioners.
Management of resources or budget	NA
Special Factors	– Ability to travel to a variety of locations in the borough, to be flexible in time required for on-site reviews.

- Lone working – will be required to work alone in provider settings.
- Enhanced DBS check required.

Organisation Chart

Service Manager - Safeguarding, Quality & Governance

Care Quality and Care
Governance Team
Manager

Senior Care Quality Specialists
(2)

Care Quality Specialist (1)

Care Quality Support Officer (1)

Team Administrator
(1)

Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
GCSE Math's and English or equivalent	E	
Access course in Health or Social-Care or equivalent		D
Technical Skills.	Essential	Desirable
Competent level of IT skills and ability to use standard Microsoft programs and to learn specialist systems, (Mosaic Atamis and SharePoint) as required.	E	

Excellent verbal and written communication skills – including ability to engage with individuals with a diverse range of communication needs. As well as an ability to communicate well and work collaboratively with team members, providers and other stake holders.	E	
Ability to work under pressure and maintain professional composure	E	
Ability to relate to individuals from a diverse range of social, economic, and cultural backgrounds	E	
Knowledge	Essential	Desirable
Applied knowledge of confidentiality and data protection legislation.	E	
Good knowledge of key legislation and guidance that relates to the provision of adult social care.	E	
Awareness of the principles of safeguarding	E	
Experience	Essential	Desirable
Experience of working in a social care or health care environment.	E	
Experience of managing risk in a social care or health setting		D
Experience of working with vulnerable adults	E	
Other	Essential	Desirable
Ability to travel around the Borough as required	E	
Completed by:	Rebecca Berry	Date: March 2025