



Role Profile

CONTRACTS OFFICER

Reference No.	I616.01	Type	Individual
Service	Social Work Resources		
Job Family	Professional 1	Grade	FC7

Purpose

To contribute to the activities of the Quality Assurance and Contracts team whilst ensuring the delivery of a high quality, customer focussed service with responsibility for the following:-

- Contracting for social care services
- Contract compliance
- Providing the social work link to grant-funded organisations
- Carrying out financial assessments
- Setting up and overseeing payments
- Financial reconciliations and monitoring

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Liaising with voluntary organisations to undertake the duties of 'Link Officer'.

Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent in a relevant discipline e.g. business studies, accounting, administration or legal services

✓

Experience of working within a contracting, finance, business or administrative environment

✓

Ability to work in a flexible way, undertaking occasional evening work

✓

E = Essential Criteria D = Desirable Criteria

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
	Ability to travel throughout Fife		✓
Ensuring that voluntary organisations and the service comply with the monitoring and evaluation framework.	Experience of working within a local authority or social work environment		✓
Developing, preparing and monitoring service level agreements. Ensuring the basis and terms of funding is identified and that the voluntary organisation's performance is monitored against those requirements.	Experience of multi-tasking (Take Ownership – See 'How We Work Matters' Framework)	✓	
Undertaking regular communications with voluntary organisations in order to be fully conversant with material issues surrounding that organisation.	Communications skills	✓	
Offering support to individual organisations or directing them towards other services, as appropriate.	Customer service skills (Focus on Customers)	✓	
Ensuring that voluntary organisations comply with best practice in accordance with council policy and procedures.	Knowledge of local government		✓
Liaising with care home owners to establish the expectations of service delivery at the beginning of the contracting process.	Experience of working with and the delivery of information flows	✓	
Providing general support to providers who need to either address difficulties or develop their services.			
Encouraging providers' commitment to user involvement and prompt complaint resolutions.			
Assisting providers with the implementation of the council's best practice methods.	Ability to provide a regular and effective service (Deliver Results)	✓	
Advising social workers on contract conditions i.e. costs.			
Consulting and negotiating with social workers and service users on options for placement within residential homes.	Negotiation skills	✓	
Undertaking the financial assessment of individual service users in compliance with statutory requirements and council policy and procedures.	IT skills (Embrace Technology & Information)	✓	
Undertaking all payments due to external providers and/or service users timeously throughout the financial year.			

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Ensuring that all financial transactions (income and expenditure) are timeously and accurately reconciled, between the council's ledger system and individual service user and/or external provider records.	Knowledge of financial systems and procedures		✓
Ensuring that all parties to the contract are fully aware of its contents and implications.			
Incorporating each individual's care plan and service specification into contracts.			
Liaising directly with service providers or users in order to clarify and resolve any queries or matters of concern i.e. placement.			
Establishing and maintaining positive working relationships with voluntary organisation staff, service users and their families/representatives, care home owners and social workers.	Team working skills, with experience of working to goals and outcomes	✓	
	Experience of partnership working (Work Together)	✓	
Monitoring individual contracts by collecting management information from the provider or voluntary organisation, facilitating or conducting consumer surveys, holding consultation meetings and initiating joint annual review mechanisms.			
Investigating complaints, reporting findings and making recommendations for appropriate action to the service manager, quality assurance and contracts.	Report writing skills		✓
Initiating termination procedures and assisting in the process of alternative service provision.			
Undertaking quality assurance work using reviewing and monitoring mechanisms, particularly involving service users.			
Ensuring accurate completion of each contract and maintain appropriate records in relation to contracts management information.			
Allocating and overseeing the work of Contract Assistants. Ensuring they comply with council policy and service procedures.	Experience of supervising staff		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
---	---	----------	----------

Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input checked="" type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results