

SEFTON COUNCIL

JOB DESCRIPTION

Department: Commissioning Support & Business Intelligence.

Division: Performance & Intelligence Service.

Post: Complaints Officer

Grade: Grade I (Job Evaluation 935)

Location: Merton House

Responsible to: Team Manager (Information Governance, Complaints and Advocacy Services).

JOB PURPOSE

The role will primarily be one of coordinating all aspects of the consideration of complaints and representations relating to Adult Social Care, Children's Social Care and Children's Services, ensuring that concerns are dealt with satisfactorily, at the earliest possible stage.

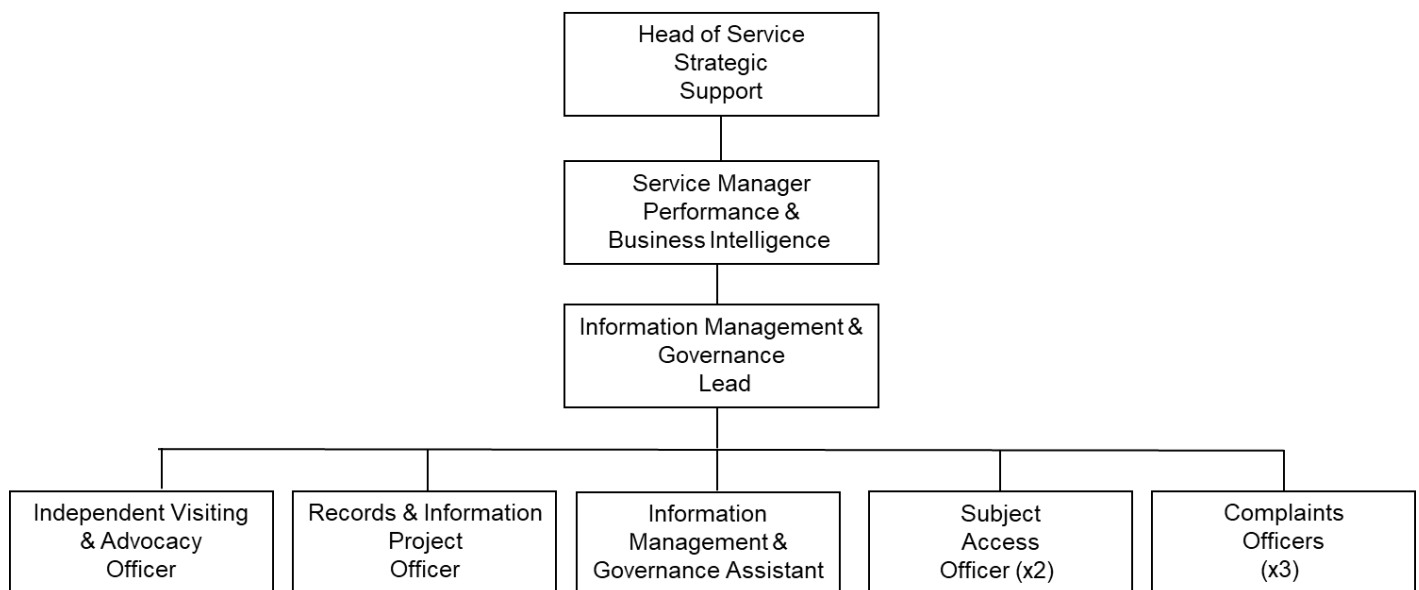
MAIN DUTIES

1. Act as the reception point for all relevant representations and complaints received by the service. Meet and consult with those making representations, or complaints, to explore how their concerns can most effectively be dealt with, and help them understand the options available, explaining how the complaints procedure works.
2. Work with complainants (and their advocate, if appointed) to provide information and advice about options for resolution both within the complaints procedure, or through alternative routes of remedy and redress where appropriate.
3. Administer and manage the Service's systems for dealing with these complaints and representations, so that concerns are identified early and are resolved as informally, speedily and effectively as possible. Monitor the progress of the complaint, keeping key people informed at all stages, ensuring that timescales are adhered to, and work with others to resolve the problem as effectively as possible.
4. Where it is a young person who has expressed their intention to make a complaint, specifically provide information and advice to them about advocacy services and support them in accessing these services should they wish to use them.
5. Where a formal investigation is required, arrange for the investigation and appoint an Investigating Officer and an Independent Person. Ensure that an adequate external pool of approved Investigating Officers and Independent Persons is

recruited and maintained, and that they are adequately trained, supported, supervised and appraised.

6. Record, monitor and review the processes and outcomes of complaints and representations, and provide an annual report to senior management that includes feedback from complainants.
7. Convene, and provide administrative support to, Complaints Review Panels when required.
8. Ensure that effective and age-appropriate information on complaints processes and the provision of advocacy services is made widely available to children and young people, staff, carers and other stakeholders.
9. Work closely with other providers and professionals to ensure a coordinated approach to the handling of complaints that cross service boundaries.
10. Liaise with Sefton Council's Corporate Customer Services Team to ensure a coordinated and consistent approach to dealing with representations and complaints in accordance with the Corporate Customer Complaints Policy.
11. Attend and contribute to meetings of the North-West Complaints Officer's Group that provides induction support and training opportunities and assist with training and staff development initiatives that promote positive problem-solving approaches to complaints.
12. Directly support the Team Manager in the provision of service and assist with the planning and delivery of any changes across the team driven by legislation, policy innovation, improvement or Council priorities.
13. Maintain and develop partnerships within and outside of the Authority. Work corporately as well as collaboratively with a wide range of departments, communities, partners and other agencies, building relationships that foster trust and have collective integrity and responsibility for service delivery and outcomes.
14. Contribute to the development and/or change of Council IT systems used for administration of the Complaints Management Process. Participate in reconfiguration workshops and User Acceptance Testing for product change or release management activities.
15. Manage the production of confidential reports, correspondence and other relevant documentation on behalf of Senior Managers, including the exchange of sensitive information with external agencies when appropriate.
16. Deputise for the Team Manager as requested, representing the department and Council at meetings with partner agencies, other authorities and suppliers, as appropriate, contributing to and influencing policy, procedural or service development.

ORGANISATION CHART



SPECIAL CONDITIONS

Work outside normal hours may be required from time to time

A flexitime scheme is currently in operation.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act, 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are, therefore, not entitled to withhold information about convictions, which for other purposes are 'spent' under the provisions of the Act, and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

This post is designated as a Casual Car User. Casual car user allowance will be paid as appropriate.

GENERAL

New entrants to Local Government Service will be required to satisfactorily complete a six-month probationary period.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its' grading.

All staff are responsible for the implementation of the Health and Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure that appropriate improvements are made where necessary.

Since confidential information is involved, the post-holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The Authority has approved a policy on Equal Opportunities in Employment and copies are freely available to all employees.

Prepared by:

Name Wayne Leatherbarrow.

Designation Service Manager.

Date 27th March 2019.

**METROPLITAN BOROUGH OF SEFTON
PERSON SPECIFICATION**

Post: **Complaints Officer**
Department: **Strategic Support**

Post No. **84547**
Division: **Performance & Intelligence Service.**

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Relevant Education / Training</u>		
Professional qualification in a relevant social care, education or health setting.	D	AF
Educated to degree level.	D	AF
<u>Experience</u> A proven track record or ability of: Interacting with people in resolution of a problem Handling complaints within a formal organisation The delivery of social care, education or health services to citizens Handling confidential and sensitive material	E E E E	AF/I AF/I AF/I AF/I
<u>Ability/Skills/Knowledge</u>		
Ability to communicate effectively and sensitively with a range of adults, children and young people, including those who may have communication impairments	E	AF/I
Ability to liaise and engage constructively with other professionals to solve problems	E	AF/I
Ability to deal with distressed and/or aggressive children and adults in a sensitive and professional manner	E	AF/I
Good administrative skills around data collection, record keeping and servicing and organising formal meetings	E	AF/I
Excellent written skills	E	AF/I
Ability to make judgements about the work performance of others who are engaged to investigate complaints and work with children and young people	E	AF/I
An understanding of the main principles of the Care Act	E	AF/I
An understanding of local authority complaints processes	E	AF/I
Ability to work in partnership, including negotiating, communicating and working collaboratively with internal/external organisations to achieve outcomes.	E	AF/I
Ability to operate effectively with a high volume and sensitive workload, delivering to expectation and deadlines, responding and reacting positively to situations when working under pressure	E	AF/I

<u>Personal Style and Behaviour</u>		
Commitment to the promotion of equal opportunities and non-discriminatory practice	E	AF/I
Commitment to service users' participation in decision-making	E	AF/I
Willingness to work flexible and occasionally unsociable hours	E	AF/I
Personal commitment to delivering services effectively and efficiently.	E	AF
Able to respond to constructive challenge and not be discouraged. Motivated and enthusiastic.	E	AF
A team worker who fosters partnerships, works collaboratively demonstrates and promotes openness, trust and respect.	E	AF
Quality orientated, innovative and commitment to continuous improvement.	D	AF
Act as a role model for others demonstrating a 'can do' attitude and promoting positive challenge.	D	AF
<u>Other Requirements</u>		
Evident commitment to personal continued Professional Development.	D	AF/C

Prepared by: Wayne Leatherbarrow

Date: 27th March 2019.

AF = Application Form

I = Interview

C = Certificates

P = Presentation