

JOB DESCRIPTION

Job Title:	Post No:	Grade:
Complaints and Children's Rights Manager		HC10
Directorate:	Division/ Department:	Section/ Location:
Corporate	Corporate services	Information Compliance and Equality
Organisational information:		
Responsible to: Head of information Compliance & Equality		
Professionally responsible to: (where appropriate)		
Quantifiable measures relating to the post: <i>(eg. number of staff managed, number of patients, size of local population, budget)</i>		
Responsible for: A team consisting off 7 FT equivalent employees <ul style="list-style-type: none"> • The information Access Team (corporate complaints) • Children's complaints and children's social care subject access requests (SAR's) • Children's Rights and Advocacy team 		
Key relationships/functional links with: <i>(main relationships with people inside and outside the organisation that the post holder will come into contact with during the course of their work)</i>		
Internal: Directors, Assistant Directors, Heads of Service, Team Managers Legal Services, Councillors and all service areas of the council.		
External: Members of the public, young people, parish and local councillors and partner agencies		
Main Purpose of Job:		
<p>The lead office for strategic management of complaints, setting policy and direction. This will be combined with overview of the day-to-day operation in three distinct areas cover management of corporate complaints, children's complaints and the children's rights and advocacy service. This involves responsibility to ensure that the council has an effective and efficient procedure in place that is compliant with statutory requirements; and learn from complaints.</p> <p>The role involves managing all stages of the response to complaints regarding children's social care and corporate complaints, ensuring that statutory and organisational requirements are met encompassing timescale and quality.</p> <p>As post requires close liaison with children's services you will develop and implement procedures and processes to ensure that children's rights and advocacy is fore front in the minds of all social workers when working with children and young people and will develop an "opt-out" service for children's advocacy.</p> <p>You will triage advocacy referrals and assign them to advocates in an appropriate and timely</p>		

way.

You will have responsibility for oversight of safeguarding concerns within your team and so significant safeguarding experience is required.

Working with the Information governance manager you will triage children's social care subject access requests (SARs) and ensure that statutory and organisational requirements are met and that all children's social care SARS are processed in line with statutory guidance.

Main Responsibilities/Accountabilities/Key Result Areas:

The jobholder will be expected to complete the responsibilities/accountabilities effectively in order to deliver the key objectives of the organisation:

- To ensure that the Council meets its statutory duties in respect of complaints and representations under the Children Acts 1989 and 2004 and responds to complaints in other areas of Children's services which are outside the children's statutory complaints process.
- To be the strategic lead for the corporate complaints policy and process for the council, working across directorate.
- Take the lead in reshaping services, including instilling change in the organisation – particularly linked to the Children's Improvement Plan.
- To be the lead for Children's Rights and Advocacy service as part of the "voice of the child".
- Provide clear advice on complaint related issues to senior officers and members, including cabinet level reports.
- Promote good customer service focussed on helping to resolve complaints effectively, at an early stage and where this is not possible, ensuring timely escalation.
- To maintain detailed records of complaints and write regular reports which support the organisation to learn from children and families and support us in our journey of continuous improvement
- To produce regular reports for management board, and directors in line with good practice guidelines on our corporate complaints and support the organisation in learning from these complaints.
- Take a lead in informing the organisation in best practice from national policy and learning from quality of services provided within directorates in their different specialism.
- Managing New Client Enquiries and allocating new cases to Advocates and undertaking appropriate risk assessments in line with the councils policies
- Supervising advocacy casework and providing direct support as needed on complex cases and carry a caseload.
- Liaising and maintaining a positive and proactive relationship with the LGSCO when complaints have been escalated
- Lead of complaints training for the organisation, working with officer and members at different levels.

DATA QUALITY

- To ensure that information and data provided or used by the service is accurate, valid, reliable, timely, relevant and complete for the purpose intended, and that analyses are robust and clearly presented.
- Working within resources provided, to ensure local systems, skills and processes are in place and applied consistently to secure high quality information, data, analyses and reports.
- To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.

Job Activities:	Frequency
<ul style="list-style-type: none"> • Service manager for the following services include resource management of people and finance: <ul style="list-style-type: none"> ○ Children's Rights and Advocacy ○ Corporate Complaints ○ Children's Complaints 	Daily
<ul style="list-style-type: none"> • To case manage and oversee the investigation of children's complaints and corporate complaints 	
<ul style="list-style-type: none"> • To liaise with officers at all levels across the council as part of complaint investigations and to provide challenge where investigations have not met standards set out in the complaints policy and process 	Daily
<ul style="list-style-type: none"> • To provide customers with a clear, concise and appropriate response to feedback they raise 	As required
<ul style="list-style-type: none"> • To ensure that customer feedback is responded to with the timescales set out in the council procedures 	Daily
<ul style="list-style-type: none"> • To liaise with customers about the content and progress of their complaint 	As required
<ul style="list-style-type: none"> • To identify trends from customer feedback and identify issue of quality in services. 	Monthly
<ul style="list-style-type: none"> • To formulate appropriate recommendations for service improvements and feed this back to service areas with appropriate challenge where areas of the complaints policy are not being met 	Monthly
<ul style="list-style-type: none"> • To initiate and work with senior managers across directorates to use learning from complaints to change service delivery and ensure better outcomes for service users, including being part of relevant transformation projects reshaping services 	Weekly
<ul style="list-style-type: none"> • To input into the Children's Services Improvement Plan initiating actions linked with complaints and to liaise closely with the care concerns process to ensure services users views expressed through complaints are taken into account across the provision of children's social care services. 	Daily
<ul style="list-style-type: none"> • Oversee the maintenance of clear and accurate case records. 	Daily
<ul style="list-style-type: none"> • To liaise with external organisation when appropriate as part of an investigation. 	As required
<ul style="list-style-type: none"> • To support information compliance team with any referral's and investigations being carried out by the local Government and Social care Ombudsman 	As required
<ul style="list-style-type: none"> • To sign off children's service complaint responses and collating and preparing information for children's services stage 2 complaints and stage 3 panel hearings 	Monthly
<ul style="list-style-type: none"> • To provide support to the councils data protection officer in the investigation of data breaches and processing of subject access requests. 	As required
<ul style="list-style-type: none"> • To assist with the handling of requests for information under the freedom of information act 2000 and the environmental information regulations 2004 including reviewing and approving response before they are issued. 	As required

• To have responsibility for maintaining a register of people who can act as external investigators independent persons or chairs of panels for children's complaints.	As required
• To commission investigations and liaise with children's social care to obtain case records for review by external investigators	As required
• To administer the selection and work of external complaint investigators.	As required
• To provide or arrange training for staff in the complaints process including investigation of complaints.	As required
• To work with managers to embed investigation techniques and understanding of the complaints policy and process.	Weekly
• To meet with complainants to discuss their complaints as required	Weekly
• To ensure that awareness is provided at an appropriate level on how to make a complaint or representation, including maintaining the council web site and intranet pages on complaints.	Daily
• To ensure compliance within the complaints process with data protection legislation	As required
• To maintain and develop policies and procedures in relation to complaints ensuring that the complaints process is adequately documented.	Weekly
• Manage new client enquiries for advocacy	Weekly
• Allocate new cases to advocates undertaking appropriate risk assessment	Weekly
• Allocate and monitor the processing of children's social care subject access requests in liaison with the information governance officer.	As required
• Supervise complaints, advocacy and subject access request casework and provide direct support as needed on complex cases	As required
• Action safeguarding concerns	

Other information:

1. Disclosure type: enhanced

This is a Politically Restricted job, ie. the job holder cannot:

- be a candidate, or prospective candidate for election as an MP, MEP or local authority councillor
- act as an election agent or sub agent for a candidate for election as an MP, MEP or local authority councillor
- hold office in a political party
- canvass at elections on behalf of a political party
- speak or write in public in a manner that appears to be designed to affect public support for a political party.

2. The post holder is required to work 37 hours per week

3. The post holder will be required to comply with the organisation's policies and procedures, and to undertake all mandatory training as required.
4. Employees have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. It is an essential requirement that staff are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.
5. All employees must be able to commit to Herefordshire Council's equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.
6. This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.
7. Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.
8. In order to recruit the best people for our organisation, all requests for flexible working arrangements will be considered, and we offer a fully inclusive and accessible recruitment process.
9. The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.

Line Manager Name:	Date:
Carol Trachonitis	16/08/2021
Date Job Description last reviewed:	
16/08/2021	

PERSON SPECIFICATION

Job Title:	Post No:	Grade:
Complaints and Children's Rights Manager		
Directorate:	Division/ Department:	Section/ Location:
Corporate	Corporate services	Information Complan

All candidates will be considered on their ability to meet the requirements of the person specification	Requirements	Method of Assessment*
Experience	<ul style="list-style-type: none"> • Significant and relevant experience at a senior level within a public or private sector organisation within complaints / customer feedback. • Proven track record of effective management in a political environment • Demonstrable achievement in developing and implementing policy initiatives • Demonstrable understanding of the role of complaints and advocacy in an organisation and their capacity to inform decision making • Demonstrable understanding of subject access requests and the importance to individuals of having appropriate access to their social care record • Track record of successfully delivering outcomes to complaints within specific timescales and budgets • Working in a children social care environment. • Substantial experience of managing a team and working across organisation structures in a leadership role. • Significant experience of challenging service areas to improve performance based on feedback from service users. • Proven track record of sound judgement whilst proactively working on your own initiative with a limited internal network of peers • Significant experience of compiling and 	<p>Application form</p> <p>Application form</p> <p>Application form</p> <p>Interview</p> <p>Application form</p> <p>Application form</p> <p>Application form and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>

	analysing data and interpreting it to inform senior managers of themes, trends and issues and recommend actions	
Skills and Abilities <i>Including personal attributes. Consider if project management skills are needed.</i>	<ul style="list-style-type: none"> • Excellent communication skills, both written and oral, including preparation of reports, and the knowledge and personal confidence to provide authoritative advice and make presentations to audiences as required • High level of co-ordinating skills. • Proven ability to work in a logical and methodical manner to plan, work and contribute at a strategic level • Ability to act and think strategically using other agendas to inform plans • Evidence of confidentiality requirements and political sensitivity – is sensitive to and can anticipate potential staff, customer and community and/or organisational issues • Ability to apply specialist knowledge of complaint process issues and advocacy services to the working environment • To understand the principles of change leadership and be able to drive change in a controlled and effective manner using lessons learnt from complaints • Proven ability to use performance management to challenge senior managers constructively and drive and improve performance throughout the service <p>The ability to build positive and productive relationships that gain the respect, trust and confidence of colleagues and stakeholders</p> <ul style="list-style-type: none"> • Proven ability to lead, manage and develop staff to the benefit of both the organisation and the individual member of staff <p>Ability to analysis and interpret data and to recognise potential adverse variations from performance targets and take</p>	<p>Interview and presentation</p> <p>Interview</p> <p>Application form and interview</p> <p>Interview</p> <p>Application form</p> <p>Application form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

	appropriate action to address	
Qualifications and Training	<ul style="list-style-type: none"> Professional experience in a relevant technical area, including relevant specialist knowledge over a range of procedures underpinned by theory acquired through qualification. Related degree in the specific technical discipline or equivalent experience Should be able to demonstrate recent and continuing professional and person self-development Complaints and mediation training preferable 	Application form
Other Factors <i>Eg. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive or to travel around the county</i>	<ul style="list-style-type: none"> Willingness to work out of normal hours on occasion to meet the demands of the service To be able to travel to various locations in the county Commitment to council's ethos of equality and inclusion 	

*Method of Assessment: AF = Application Form; I = Interview; P= Presentation

Line Manager Name:	Date:
Carol Trachonitis	16/08/2021
Date person spec last reviewed:	
16/08/2021	