

<b>Swindon Borough Council Role Profile</b>	
<b>Job title:</b>	Complaints Manager – Children’s Services and Adult Social Care
<b>Role Profile reference:</b>	CU00008
<b>Date:</b>	26.08.2021
<b>Manager/Director:</b>	Christine Power
<b>Directorate:</b>	Resource
<b>Team:</b>	Customer Service

**Job Purpose:**

You will lead the day-to-day operation and management of Adult and Children’s complaints procedures and ensure that our Council has an effective and efficient procedure in place that is compliance with statutory requirements.

In this role, you will be kept busy with an interesting range of work from promoting complaints policies and procedures across the Adults and Children’s Directorates, ensuring information is readily available and meets staff needs whilst encouraging compliance, and ensuring advice and training is provided as required. You will be comfortable liaising and corresponding with Officers and Councillors and all levels of seniority and members of the public.

**Specific Duties and Responsibilities:**

- To lead on the day-to-day operation and management of Adult and Children’s complaints procedures, acting as the Complaints Manager as described in the Children Act 1989
- To keep the Councils’ procedure for dealing with complaints in relation to Adult and Children under review, implementing changes where required to ensure efficient and effective compliance with statutory requirements
- To promote complaints policies and procedures across the Adults and Children Services, ensuring information is readily available and meets’ staff needs whilst encouraging compliance, and to ensure advice and training is provided as required.
- To ensure information for the public and management reports on adult and children statutory complaints procedures is up to date, easy to understand and accessible
- To provide advice and guidance for complaint responses and to quality assure their work on adults and children’s cases

- To act as a link officer for the LGO to ensure all information is supplied and chased on time.
- Responsibility for data analysis, report writing and managing a service delivery plan

### **Generic Duties and Responsibilities**

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety
- To take personal responsibility for the management of more complex and sensitive adults' and children's complaints, ensuring timescales are adhered to, quality assuring final draft replies, and ensuring senior officers, including Directors, the Monitoring Officer and Chief Executive are kept informed and involved as necessary in individual cases, briefing them directly where necessary
- To ensure professional legal advice is commissioned and that an independent investigation takes place where required, for example by appointing and supervising independent investigating officers, Independent Persons and Review Panels when administering stage 2 and 3 Children Act complaints.
- To identify cases of possible safeguarding concern and work with the Local Children's Safeguarding Board where necessary as well as the Local Authority Designated Officer (LADO).
- Working closely with senior officers in Adult and Children Social Services, to design and produce regular reports on statutory adults and children's complaints. and to gather and disseminate learning to Adult and Children Social Services and more widely across the organisation as appropriate
- To undertake all duties and interactions with employees, partner providers and customer fairly, without unlawful discrimination and with due regard to Equality and Diversity in Employment and Service Delivery Policies

### **Knowledge and Experience:**

- Education to A level standard or relevant compensatory experience.
- Hold 2 years complaint/conflict management qualification or equivalent experience.
- Have knowledge of Local Government Ombudsman procedures and Local Authority Statutory obligations.
- Ability to work with minimum supervision; drawing on expertise within the team, professional networks; and across the Council in relation to legislation, and stakeholder management as required.
- Ability to make informed decisions on workload priorities and act swiftly.
- Ability to act on information and communicate with the appropriate stakeholders.
- Ability to make decisions whilst under the pressure of deadlines.

### **Creativity and Innovation:**

- Act on own initiative to work with children and adult social care and Adult Social care to understand desired outcomes for their complaints.
- Be able to work holistically and see the impact of decisions upon the bigger picture.
- Drive forward a culture of continuous improvement based on sound data.
- Be forward thinking in complaint resolution, using the principles for remedy (PHSO guidance).

**Contacts and Relationships:**

- Create, maintain and nurture long lasting, trusting relationships across the Local Authority, with complainants, key stakeholders and external agencies.
- Develop appropriate protocols for complaints in relation to multi-disciplinary work and liaise with other agencies as appropriate. Including MP’s Councillors, Police, SEQOL, Advocacy services, LGO, PALS, CQC.

**Values and Behaviours**

We strive to underpin our culture of being at our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

	Employee name:
<b>Date:</b>	26 <sup>th</sup> August 2021
<b>Line Manager:</b>	Line Manager name: Christine Power - Strategic Customer and Operations Planning Manager
<b>Date:</b>	