

JOB SUMMARY

Post Title	<i>Complaints & Local Authority Designated Officer. Children's Services</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>13</i>	Line Manager to others?	No	Role profile ref	<i>SD13</i>
Service Area	<i>Quality and Assurance</i>						
Line Manager	<i>Lead IRO/CPC</i>						
Location	<i>County Hall and Agile</i>						

Job Purpose

The post holder will be a registered social worker who will be expected to carry out work in accordance with the relevant social work professional standards and national legislation and guidance.

The post holder in line with the role, will undertake the Local Authority Designated Officer functions though managing and responding to contacts and referrals in respect of individuals in a Position of Trust within the children's workforce, volunteers, and those who's employment involves contact with children.

In addition, the post holder will lead the complaints process for children social care, ensuring compliance with the local authority complaints policy and procedures, working in partnership with the corporate complaints team. They will oversee and co-ordinate the learning from complaints and compliments received into childrens social care, to improve practice throughout the directorate.

In line with the role, the post holder will support and contribute to quality assurance measures and processes promoting service improvements and monitor compliance with practice standards to achieve improved outcomes for children.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

The post holder will contribute to the strategic organisation and oversight of the managing allegations against persons in a position of trust process. Actions will be in accordance with statutory guidance, Isle of Wight Safeguarding Children's Partnership Policy and Procedures, and Children Services Practice Standards.

- To fulfil the responsibilities under the statutory guidance – carrying out all of the functions of the Local Authority Designated Officer.
- To manage and chair management of allegations meetings and to ensure that the completion and circulation of management of allegations minutes meet statutory and local expectations.
- To provide consultancy and offer advice on managing allegations against people who work in a position of trust in a paid or voluntary capacity with children and young people on the Isle of Wight.
- To offer advice and support to professionals, parents, carers, and members of the public who are concerned about individuals in a position of trust and to respond to these in accordance with the Safeguarding Board procedures, undertake initial evaluations of all allegations reported, producing a record of advice provided.
- To maintain appropriate systems and data in line with the LADO role and in accordance with General Data Protection Regulation
- To manage your own individual workload ensuring that all statutory meetings are held within statutory timescales and throughput of work is maintained.
- To provide monthly and quarterly reports for the senior Leadership team in relation to all LADO activity.
- Liaise with senior and operational managers and corporate complaints service, to ensure early resolution to external complaints. To assist in coordinating the response to a complaint that involve two or more teams across children's services directorate.

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- To provide monthly and quarterly summary reports for the children’s services Senior Leadership Team in relation to complaints and compliments received into Childrens services and compliance in terms of response times and outcomes.
- To work alongside the corporate complaints service and children’s social care operational teams to ensure learning from all complaints is coordinated and shared appropriately with individual practitioners, individual operational teams and the wider children’s services organisation.
- To keep an appropriate record of all learning shared in relation to complaints and compliments received into children’s social care from external sources.
- To contribute to reports required for the Isle of Wight Safeguarding Children Partnership, the Senior Leadership Team and other management groups as requested.
- To assist in the delivery of internal and external staff training, induction, and development events as appropriate to the role.
- To collate, prepare and submit appropriate data for statutory returns and local management information as requested.
- To contribute to the monitoring and evaluation of the Managing allegations process.
- To ensure and promote effective multi-agency working with other council partners and other agencies as required.
- To keep up to date with current research and legislation and ensure that evidence-based practice is promoted within Children’s Services
- To participate in and contribute to the work of the Isle of Wight children’s safeguarding Childrens partnership as requested by the Quality Assurance lead.
- Such other duties that is commensurate with this level of post.
- Taking a responsibility for the development of self and others

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Thorough knowledge of appropriate legislation and statutory regulation relevant to the LADO role and comprehensive understanding of and experience of children’s services complaint process	<i>Experience of chairing strategy meetings and complex child protection meetings. Knowledge and experience of how allegations against persons in a position of trust are managed by Children’s services.</i>	E	
	<i>Experience of undertaking the LADO role.</i>		D
	<i>Experience of dealing with and responding to external complaints</i>	E	
	<i>Expert knowledge of the Children’s social care and corporate complaints policy and procedures and how this is applied to complaints received. Knowledge of disciplinary and grievance procedures and how these are applied in practice</i>		
	<i>Relevant Social Work management experience</i>	E	

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Understanding and experience of Quality Assurance Frameworks within children's social care	<i>Experience of initiating and implementing change in an organisation which improved outcomes for service users</i>	E	
At least five years' post qualifying experience (statutory requirement) of working in a Social Care setting	<i>Experience of working with people to develop networks to seek views and maximise participation.</i>	E	
	<i>Able to demonstrate highly effective problem solving skills</i>	E	
	<i>Excellent written communication skills to including communicating with vulnerable people.</i>	E	
	<i>Proven ability to adopt a strengths based approach to managing and leading enabling colleagues to develop</i>	E	
Good ICT skills including both standard Microsoft applications and specialist systems.	<i>Able to effectively use Outlook and Microsoft Office packages, spreadsheets and databases.</i>	E	
	<i>Experience in shaping and developing systems to support user experience, quality and audit data.</i>		D
Experience of working collaboratively with other services e.g. Police Education and service users to deliver a responsive and co-ordinated service.	<i>Sound knowledge of legal frameworks relating to Children's Social care. .</i>	E	
	<i>knowledge of the Children's social care and corporate complaints policy and procedure and how this is applied to complaints received knowledge of disciplinary and grievance procedures and how these are applied in practice</i>		D
	<i>Expert understanding of local authority context relating to statutory complaints (law and practice) and the role of the Local Government Ombudsman Knowledge of the care act and implications for the appeals process and complaints response</i>		D
	<i>Previous experience of successfully implementing good practice guidelines within the service area / community / across the council as appropriate.</i>	E	
	<i>Proven ability to analyse and evaluate quantitative and qualitative data relating to cases and practice</i>	E	
Manager only Proven ability to manage, develop and motivate a multi-disciplinary team/s of professional and/or vocationally qualified and support staff. Budget, financial assessment (where relevant) and contract management experience. Experience of representing the work area in a professional / legal capacity.	<i>Previous experience of managing resources and budgets including, equipment, people, and able to ensure systems are organised efficiently.</i> <i>Able to ensure value for money is maximised and commissioning issues are actioned appropriately.</i>	E	
Strategic planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor	<i>Able to evidence experience of strategy development</i>		D
	<i>Proven ability to develop highly effective stakeholder relationships</i>	E	

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and evaluate work, to ensure deadlines are achieved.	<i>As a lead expert able to demonstrate ability to represent the council on matters relating to quality assurance and relevant practices.</i>	E	
	<i>Experience of working with external organisations and national bodies and partners such as Police, Health, Education.</i>	E	
Excellent planning and organisational skills to manage a complex multiple workload, prioritise and set deadlines and cope with conflicting and changing demands.	<i>Ability to prioritise own workload, set and keep to realistic timescales, shaping thinking and developing service quality.</i>	E	
	<i>Demonstrable risk management experience with a proven ability to interpret and evaluate risk and apply risk management frameworks</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
Educated to degree standard or equivalent.	<i>Level 6 (degree level) qualification in a relevant subject such as Social Care or able to demonstrate equivalent and substantial professional experience</i>	E	
Relevant professional / vocational qualification	<i>Qualified Social Worker registered with Social Work England</i>	E	
Other Requirements			
<i>Ability and willingness to undertake training and development activities</i>			
<i>Ability to provide training in complaints to adult social care team members</i>			
<i>Able to work on an out of hours / emergency duty rota as required by management</i>			
<i>Undertake such other duties as are appropriate to the status and responsibilities of the position</i>			