

JOB DESCRIPTION

Job Title: SEND Complaints Officer

Directorate & Section/Unit: All Age Disability

Reporting to: SEND Group Manager

Responsible for:

Salary Grade: PO2

DMA Management Level: N/A

DMA Span of Control (Direct Reports): N/A

Purpose of job:

- Undertake Stage 1 Complaints investigations and responses in respect of SEND Services
- To track complaints through the Complaints Procedure – producing key data analysis/performance information reports
- To identify and present qualitative learning/key themes from Complaints and support the dissemination of this learning
- To work with SEND Services to support the implementation of learning from Complaints

Main Activities & Responsibilities:

- To receive representations concerning SEND Services and to assist in seeking the resolution of complaints at the earliest possible opportunity in the process
- To operate the SEND complaints procedure
- Undertake Stage 1 Complaint Investigations independently of SEND Services and produce written responses to complainants, with recommended actions & resolutions, within required timescales
- To implement a system which ensures that recommendations made as part of a complaint investigations are progressed and completed within required timescales
- To work with the service when Complaint's progress to Stage 2 or the LGO – to ensure we evidence our responses and resolutions
- To work with the service to develop practice to implement learning from Complaints
- To offer advice to members of staff who may be involved in a complaint investigation
- To maintain a record of complaints and provide statistical information on them to different forums as appropriate, including the production of Quarterly and Annual Reports
- To maintain a working knowledge of relevant legislation, rules and regulations, codes of practice and directorate policies and practices and provide advice and interpretation on them as necessary
- To keep the Head of Quality Assurance informed of any matters of importance of which they should be aware, as they arise
- To establish and maintain effective working relationships within Worcestershire County Council and with relevant outside organisations
- To participate in multi-functional/multi-disciplinary projects and tasks as required
- To take an active role in bringing forward ideas for change, development, and improvement

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support, and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- This post is politically restricted under the terms of the Local Government and Housing Act 1989
- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

PERSON SPECIFICATION

Job Title: SEND Complaints Officer

Directorate & Section/Unit: All Age Disability

Salary Grade: PO2

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

It is **essential** that the post holder has:

- Substantial experience of working in SEND Services and SEND Service delivery
- Substantial experience of effective continuous improvement in service delivery
- Substantial experience of decision making within statutory frameworks, and where decisions are subject to challenge through independent scrutiny
- Substantial experience of working with statutory complaints and the appeal processes
- Experience of working across organisational and managerial boundaries to achieve improved outcomes for children
- Current or recent experience of working as a Manager
- Significant understanding of the processes and practices of local government; and
- Significant experience in handling complaints/investigations

It is **desirable** that the post holder has:

- Current or recent experience of working within a Customer Relations/Customer Care environment

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Expert and detailed knowledge and understanding of relevant legislative and regulatory framework for SEND and Government initiatives relating to SEND, and working knowledge of related regulations (e.g., exclusions and admissions)
- Expert knowledge of service development and implementation of key strategies to promote achievement of children with SEND
- Expert knowledge and understanding of mechanisms to support schools and other settings to meet the educational needs of children and young people with SEND
- Proven and successful record of and an ability to interact successfully at all levels of the organisation and with external partner organisations
- Excellent, clear, and concise communication skills, both oral and written including a plain English report writing style
- An ability to influence opinion, at a high level, through strength of argument
- Substantial communication skills with the ability to present complex issues clearly and concisely to a range of audiences
- A successful record of deployment of mediation/negotiation/conciliation skills whilst maintaining a position of neutrality
- The capacity to work as part of a team
- A pragmatic approach to problem solving - negotiating and influencing skills
- High level analytical and synthesis skills with the ability to apply detailed legal judgements or statutory guidance to complex and challenging scenarios
- Sound organisational skills including the ability to work effectively with minimum supervision
- An ability to work accurately, with great attention to detail and within tight time constraints
- Excellent analytical skills both Qualitative and Quantative

- Clear report writing with the ability to identify SMART Recommendations and evidence the impact of these
- The ability to use Microsoft office applications including Word, Excel, Outlook, and database systems
- Ability to recognise, acknowledge and maintain strict confidentiality
- The ability to deal calmly with difficult people and the ability to develop tactical approaches to secure resolution of disagreement

It is **desirable** that the post holder has:

- Experience of making presentations
- Detailed knowledge and understanding of mechanisms to support settings to meet the educational needs of children and young people with SEND
- Awareness of the diverse needs of consumers

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- An appropriate professional qualification from a discipline represented in local government
- A qualification in SEND and evidence of significant and extensive experience

It is **desirable** that the post holder has:

- Developing continuing professional development

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- A commitment to delivering a quality service in a customer focused environment
- A willingness to undertake relevant training
- Ability to travel to various locations, mainly within the county
- A professional and business-like manner in attitude and appearance

Author: Daniel Gray – Head of Quality Assurance

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