

POST TITLE	Assistant Complaints Officer
DIRECTORATE	Edinburgh Health and Social Care Partnership (EHSCP)
SERVICE	EHSCP ADVICE AND COMPLAINTS TEAM
RESPONSIBLE TO	Advice and Complaints Lead
NUMBER OF POST HOLDERS	2
ACTING UP/ SECONDMENT	NO

Purpose of Job

To contribute to the delivery of an effective complaints service by ensuring all communication is logged, screened appropriately and responded to within statutory timescales. To provide high level administrative support to the Advice and Complaints Lead (ACL) and locality teams; in the investigation of adult social work / social care complaints. Support the delivery and co-ordination of the service improvement plan and performance framework by partaking in the review of systems and processes and producing regular performance reports.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Log and screen all incoming written and verbal service user feedback and complaints in order to provide as much detail as possible to the investigating officer to conduct a thorough investigation of the issues raised.
- Communicate with service users either in writing, by email or over the telephone to establish facts that may assist with the investigation of a particular complaint.
- Oversee the response times for all open communication and send reminders to service areas to ensure statutory timescales are adhered to.
- Provide support and advice to administrative teams and investigating officers across the partnership on statutory complaints handling procedure.
- Ensure all Scottish Public Services Ombudsman (SPSO) requests are logged and communicated timeously with service areas to ensure all requested information is compiled within timescales.
- Provide regular reports on weekly, monthly, quarterly and annual performance measures by running reports from the database and exporting these into report templates.
- Support the ACL to undertake service improvement work by assisting in the review, testing and development of processes and systems to improve the partnership's complaints function.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post holder will be educated to HND level in an administrative / business related subject or able to demonstrate the equivalent relevant experience.
- Due to the nature of the role, the post holder is required to demonstrate emotional intelligence, resilience, tact and discretion and remain non judgemental and impartial when dealing with complaints from members of the public.
- The post holder will have the ability to exercise judgement and diplomacy when dealing with complaints varying in levels of complexity and sensitivity.
- Ability to assess when tasks require professional assessment by the ACL and recognise the threshold for escalation.
- There will be regular communication between the post holder and a wide range of senior health and social care staff across EHSCP, CEC and NHS Lothian and external organisations acting on behalf of complainants.

- Able to communicate directly with complainants in a non judgemental and understanding manner.
- Excellent interpersonal and communication skills are required along with the ability to anticipate problems, proactively manage and identify solutions with minimal or no direct supervision.
- The post holder should have a good level of IT and analytical skills and a good eye for detail when interpreting data and communicating it verbally and in report format.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

The post holder is responsible for managing and prioritising a busy workload where there will be competing demand on a daily basis; this will include the successful delivery of local and national targets as well as meeting the expectations of individual members of the public. There will be a need to react quickly to new challenges and crisis situations where accurate action is required urgently and there is a need to provide consistent communications to many different audiences internally and externally in a variety of formats.

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities. The post will work predominantly within the range of normal office based activities, with occasional travelling between various sites across the Edinburgh HSCP and, on occasions, beyond to national meetings/events.

Due to the nature of the role, the post holder is required to demonstrate emotional intelligence, resilience, tact and discretion and remain non judgemental and impartial when dealing with complaints from members of the public. The post holder will be in frequent daily contact with members of the public who may be upset, angry, and / or bereaved and will be required to regularly deal with situations of an emotional or challenging nature.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

There are no staff management or supervision requirements for this role.

RESOURCES

The following are examples of resources which will be used when undertaking the role:

- Datix – for logging processing and filing of all service user feedback
- Trak – to access information on patient care and treatment with appropriate consent
- AIS / SWIFT – to access information on service user care and treatment
- Full use of MS Office Word, Microsoft Outlook, Excel, PowerPoint
- General equipment – use of PC, laptop computer, printer, telephone, photocopier, audio visual equipment.
- Filing – maintain personal and departmental filing systems.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, are the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed. Additional information can be found in the [Council Health and Safety Policy](#).