

POST TITLE	ADVICE AND COMPLAINTS LEAD
DIRECTORATE	EDINBURGH HEALTH AND SOCIAL CARE PARTNERSHIP
SERVICE	ADVICE AND COMPLAINTS TEAM
RESPONSIBLE TO	QUALITY IMPROVEMENT AND SAFETY ASSURANCE LEAD
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

To provide professional and management support and be accountable for handling all adult social work complaints and enquiries received by the Advice and Complaints Service across Edinburgh Health and Social Care Partnership (EHSCP). Ensure that the service meets the required standards to ensure all complaints are investigated appropriately, acknowledged and responded to within the statutory timescales.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Develop policy and practice and the implementation of an efficient complaints service in accordance with legislation and guidance. This will be in collaboration with the Executive Management Team and in the strategic interests of the parent bodies.
- Regular, structured reports including data analysis and evaluation of service delivery will be submitted, with recommendations on service improvement where necessary.
- Promote the development of partnership working and collaborative relationships across functions or within NHS Lothian and CEC in relation to the work of the Advice and Complaints Service.
- The postholder will respond to enquiries from service users, officers up to and including Director Level and Elected Members in a consistent professional, quality driven, customer focused manner and design and deliver publicity and information material to outline the Advice and Complaints facility.
- Decide on the priorities to be given to dealing with specific complaints based on an analysis of complexity, seriousness and urgency. The postholder will determine the overall work load allocation and priorities for the services within the resources available.
- Professional advice, support and guidance will be provided to all appropriate employees.
- Chair a variety of working and steering groups in relation to the programme of work for devolving the management of complaints to service level.

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

The successful applicant will be educated to degree level or equivalent in an appropriate professional discipline. They will have significant experience and expertise in the development and delivery of social work services. They will be able to evidence an in-depth knowledge of the underpinning legislation, regulation, policy and practice for Social Work services. Supervisory and teaching skills would be advantageous to support the delivery of the work programme.

The post holder will be in regular contact with:

- Service users, their relatives, their carers and other identified representatives.

- Partnership employees in frontline services.
- Senior managers/officers across all partnership services and throughout the NHS and Council.
- Local and national Elected Representatives regarding constituents' complaints.
- Senior managers/officers in partner organisations and the voluntary sector.

Excellent interpersonal and communication skills are required in order to liaise closely with clients to determine their needs and expectations, to meet needs appropriately and manage, plan and prioritise projects to ensure effective use of resources. This will entail dealing appropriately and effectively with complaints of varying in levels of complexity, seriousness and urgency. Investigation and resolution of complaints, spanning a range of departments, outside agencies and can cover a significant period of time.

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

The service provided by the Advice and Complaints Service requires the postholder to demonstrate emotional intelligence and resilience, tact and discretion and remain non-judgemental and impartial when dealing with clients who may demonstrate strong emotionally aggressive and threatening presentation of their difficulties. This requires the ability to gather information from a wide network of sources, disseminate and respond whilst keeping focused on day-to-day operational demands and deadlines.

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

This post will have operational management of 2 WTE complaint handling officers and participate in their selection. Supervision to include: monitoring and observation of performance and motivation and coaching as appropriate to achieve individual potential and departmental aims. Staff development will ensure continuous professional development to meet high internal standards and external work demands. Ongoing support and supervision from the Quality Improvement and Safety Assurance Lead and the postholder will be expected to show initiative and pro-active responsibility in the organisation and performance of work. Pro-actively recognise issues, problems or opportunities and create relevant options for addressing problems/opportunities and achieving desired outcomes in collaboration with employees and relevant stakeholders.

Resources

- The post holder will be responsible for the proper use and safekeeping of a PC and for the security and maintenance of manual and electronic data.
- The post holder will have shared responsibility for the security and maintenance of highly complex personal data and sensitive information and will be responsible for ensuring that this information is managed correctly and stored appropriately.

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. 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](#).