

Recruitment person specification

Post being recruited for: Child Friendly Complaints Team Leader

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Operational experience in a children's social work service or Education Experience of managing complex, challenging and difficult practice issues . Experience of supporting less experienced colleagues which could include social work staff or Education staff. Experience of building and maintaining strong working relationships within teams and within multi-agency partnerships.	Experience of managing and supervising in a social work or education setting, including experience of following absence and performance management procedures. Experience of quality assuring case work and taking appropriate action to share good practice and develop areas requiring improvement with individuals and across the teams

Knowledge, skills and understanding	Comprehensive knowledge of relevant legislation, guidance, policy and procedure including local and national to ensure best practice including, knowledge and understanding of GIRFEC, Scotland's Promise and our Corporate Parenting responsibilities. An understanding and experience of the Corporate Complaint process and Child Friendly Complaints Demonstrable ability to exert professional authority over other parties and more senior colleagues, in an appropriate manner when required, in the best interests of the child/young person. Ability to assess complex information, contribute to team management decisions, to develop consensus on risk management, and take a lead role in monitoring and reviewing Complaints An ability to develop, maintain and communicate with a wide range of partners and stakeholders including those where there may be conflicting priorities and values, to promote effective joint working. Sound knowledge of the legal and statutory frameworks for working with children, young people and families. Ability to initiate and develop new ideas and approaches to meet the needs of children, young people and families. Excellent assessment, report writing and communication skills (written and verbal). Ability to support practitioners to assess and analyse complex information and make evidence based decisions and recommendations to deliver improved outcomes. Ability to meet deadlines and ensure effective workload management. Extensive skills identifying and delivering outcome focussed plans which are specific, measurable, achievable, realistic and time bound.	Knowledge and understanding of trauma informed practice.
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Qualifications and training	Education to a degree level in a relevant discipline eg social work, Education , Law or professional equivalent. Considerable experience of Education and Social work to enable an in depth understanding of operational and problem resolution.	Required to join the PVG Scheme or undergo a PVG scheme update prior to a formal offer of employment.
Job specific requirements	Support the commitment to evidence-based, high-quality practice within the team and across the service.	