**JOB DESCRIPTION**

**CHILDREN’S AND JOINT COMMISSIONING SERVICES**

**JOB TITLE:** Development Assistant (Quality and Review)

**DIVISION:** Joint Commissioning, Quality and Review Service

**GRADE:** Band 8

**RESPONSIBLE TO:** Complaints Officer

**POST REFERENCE:**  107577

**Purpose of Post**

To support the management and delivery of the complaints and representations functions, data Subject Access Requests and development functions ensuring there is compliance with legislation, policies and procedures across Children’s and Joint Commissioning Services and Adult and Community Based Services.

At this level, the post holder will be expected to organise their own workload and address independently a broad range of queries relating to the functions of the role using legislation, local policy, procedures and protocols.

All staff will be expected to interpret their role in the context of the vision, values, strategies, objectives and aims of the Children’s and Joint Commissioning Department and Adult and Community Based Services, and in the broader context of the Council and its partners. In carrying out their role they will be contributing to the development and implementation of national and local policy.

Staff will also be expected to contribute constructively to continuous improvement in terms of performance, outcomes, cost and quality. They will promote positive team working with colleagues across the Council, and work in partnership with staff from other agencies, service users and carers, children and their families as required.

**Key Relationships**

* Service users, carers, children and families, foster carers, advocates
* Independent Investigating Officers and Independent Persons
* Quality and Review Team
* Adult and Community Based Services departmental staff
* Children’s and Joint Commissioning Services departmental staff
* Corporate and Legal Services
* Local Government and Social Care Ombudsman
* Information Commissioner’s Office

**Main Duties and Responsibilities**

**Complaints and representations**

* To support the provision of a complaints and representations function including advice to departmental staff in accordance with relevant legislation, statutory guidance.
* To support the day-to-day administration of the complaints and representations function.
* To liaise with service users, carers, children and families in an empathetic manner to establish the scope of complaints and desired outcomes.
* To provide practical support to those persons making a complaint, Managers, Independent Investigating Officers and Independent Persons as necessary.
* To undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature.
* To assist the Complaints Officer to standardise commonly performed tasks across the complaints and representation function.
* To support with the collation of statistical data relating to complaints and representations.
* To monitor complaint resolution actions and ensure they are completed in a timely manner.
* To support and gather relevant information needed for the preparation of responses to the Local Government and Social Care Ombudsman as directed by the Complaints Officer.
* To represent the department on any internal or external groups as directed by the Complaints Officer.

**Data Subject Access Requests**

* To support in the co-ordination of responses to data Subject Access Requests received including providing advice to departmental staff on related legislative requirements and Council policies and procedures.
* To support and ensure accurate records are kept about requests, responses, disclosures and exemptions together with associated correspondence.
* To liaise with people as necessary to obtain ID and determine the scope of the data Subject Access Request.
* To locate and review records/documents held to identify what data can be released to the requestor in accordance with legislative requirements and the Code of Practice.
* Share data Subject Access Requests with service users under the guidance of the Complaints Officer.
* To liaise with relevant Officers and the Data Protection Officer where necessary to ensure the identified data is appropriate for disclosure and redacted as necessary in the case of sensitive information and disclosed in accordance with the Code of Practice.
* To support and gather relevant information needed for the preparation of responses to the Information Commissioner’s Office as directed by the Complaints Officer or Data Protection Officer.
* To undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature in relation to requests received where release of relevant data can be disclosed in accordance with legislative provisions.

**Development**

* To assist Managers as necessary with practice guidance and maintain and promote practice guidance manuals.
* To co-ordinate practice audits undertaken by Managers including the provision of practical support as necessary.
* Any other duties or projects of a related nature that might reasonably be allocated and required by the Complaints Officer, Workforce Development Manager or Head of Service (Quality and Review).

**All employees have a responsibility of care for their own and others’ health and safety and to ensure any safeguarding concerns about children and adults that you encounter in your role are referred in accordance with relevant procedures.**

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: June 2021

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**