

## Job Description

Job Title: Customer Care Officer

Grade: SO1 – Starting salary £30,151 per annum full time

### Overall purpose of the job

The Customer Care Team provide a statutory feedback process for adult social care. The Customer Care Officer will manage and coordinate all formal complaints and customer feedback, ensuring complaints are thoroughly investigated and responded to in line with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Main accountabilities	
1.	<b>Adult Social Care Complaints Process</b> <ul style="list-style-type: none"><li>• Process adult social care complaints in line with relevant legislation, investigating and responding to complaints at all stages of the adult social care complaints process, ensuring that all complaints are dealt with effectively and within timescale.</li><li>• Communicate with service users who wish to make a complaint about the service they receive from the Council in order to establish the nature of their concerns and attempt to identify outcomes and resolution prior to commencing an investigation.</li><li>• Identify the most appropriate route for processing feedback in line with the adult social care complaints policy and ensure compliance with this route by liaising with relevant managers and staff.</li><li>• Facilitate and draft responses to complaints from the Council by reviewing and quality assuring the draft response provided by investigating Managers.</li><li>• Identify the most appropriate route for escalation (including meetings or senior manager reviews) to ensure compliance with this route by liaising with relevant managers and staff to carry out the agreed actions.</li><li>• Communicate regularly with other team members to ensure that complaints are responded to in a consistent manner and that managers are aware of any complaints that pose a risk to the Council.</li><li>• Feedback to teams and senior managers regarding the outcome of investigations and any recommendations surrounding lessons identified or service improvements needed.</li><li>• Ensure accurate record keeping of complaints, and maintenance of electronic complaint files.</li><li>• Monitor the progress of complaint investigations, taking prompt actions to ensure a seamless and timely complaints management process and taking appropriate measures to ensure that response times are met.</li></ul>

2.	<p><b>Local Government Social Care Ombudsman Investigations (LGSCOO)</b></p> <ul style="list-style-type: none"> <li>• To coordinate the investigation, response and evidence required for an LGSCO investigation in line with LGO guidance, ensuring this is dealt with effectively and within timescales.</li> <li>• To oversee the written response being issued by the Council by reviewing, quality assuring and sense checking the draft response provided by the investigator/s.</li> <li>• Ensure accurate record keeping of the investigation and response while maintaining accurate records.</li> <li>• To coordinate comments following receipt of the LGSCOs provisional view, and to ensure that their final view is shared with relevant staff along with any recommendations.</li> <li>• To attend and contribute to relevant meetings providing information and advice where requested.</li> </ul>
3.	<p><b>Other feedback including compliments, comments and representations.</b></p> <ul style="list-style-type: none"> <li>• To process a variety of feedback in line with guidance, ensuring these are dealt with effectively and within timescales.</li> <li>• To communicate with service users providing feedback to establish the nature of their concerns and attempt to identify outcomes and resolution.</li> <li>• To identify the most appropriate route for processing their feedback and ensure compliance with this route by liaising with relevant managers and staff.</li> <li>• Where required, write a full written response on behalf of Cambridgeshire County Council by reviewing, quality checking and sense checking the draft response provided by the investigator/s.</li> <li>• To communicate with other team members to ensure that there is a consistent response and that the Customer Care Managers are aware of any situations that may pose a risk to the Council.</li> <li>• Ensure accurate record keeping of complaints, and maintenance of electronic complaint files.</li> <li>• Manage the correspondence and handling of complainants who have a specific communication policy implemented.</li> </ul>
4.	<p><b>MP Enquiries</b></p> <ul style="list-style-type: none"> <li>• To process MP enquiries in line with guidance, overseeing the process, and ensuring that all enquiries are dealt with effectively and within timescales.</li> <li>• To liaise with director PAs regarding incoming MP enquiries and provide advice and guidance.</li> </ul>

	<ul style="list-style-type: none"> <li>• To coordinate the investigation and liaise with relevant managers and staff to gain the information required.</li> <li>• To ensure a high-quality written response is provided on behalf of Cambridgeshire County Council by reviewing, quality checking and sense checking the draft response provided by the investigator/s.</li> <li>• Ensure accurate record keeping of MP enquiries, and maintenance of electronic complaint files.</li> </ul>
5.	<b>Customer Service &amp; Contact</b> <ul style="list-style-type: none"> <li>• Undertake varied outbound and incoming calls in an attempt to repair or mitigate damage to sometimes sensitive or difficult social care incidents. A high degree of empathy, patience and tact is required to provide outstanding customer service thereby helping our customers and repairing their relationship with the local authority.</li> </ul>
6.	<b>Communication and training</b> <ul style="list-style-type: none"> <li>• To ensure that adult social care staff are aware of the main principles of complaints management by promoting policies and procedures and assisting in delivering training to increase awareness.</li> <li>• Liaising with key teams across organisations to progress investigations to resolution.</li> <li>• Agree training courses and dates with the Customer Care Managers and arrange room bookings as agreed.</li> <li>• Advertise courses and advise staff on the appropriate training for their role. Take bookings and monitor course attendance.</li> <li>• Assist with the production of training materials.</li> <li>• Attend training sessions for general assistance with an expectation, when competent in role, to act as a trainer and present the course material by agreement.</li> </ul>
7.	<b>Advice and support</b> <ul style="list-style-type: none"> <li>• To respond to requests from other teams for routine advice on complaints handling.</li> <li>• First point of contact across adult social care for advice and guidance on handling all feedback.</li> </ul>
8.	<b>Statistical information</b> <ul style="list-style-type: none"> <li>• Provide quarterly statistical reports for managers and senior managers, providing information and statistics on adult social care complaints. Identify trends and notify relevant managers of this.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide a summary of complaints to the Customer Care Manager at weekly meetings and on an ad hoc basis as requested.</li> </ul>
9.0	<b>General</b>
9.1	<ul style="list-style-type: none"> <li>• Demonstrate an understanding and commitment to safeguarding and promoting the welfare of children and vulnerable adults.</li> </ul>
9.2	<ul style="list-style-type: none"> <li>• To understand and value the importance of the Council's commitment to equality and diversity. The Council believes in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our community. Our aspiration is for Cambridgeshire to be safe, welcoming, and inclusive.</li> </ul>

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
2 'A' levels (4 AS Levels) or equivalent standard	English language desirable	E
GCSE or equivalent standard	GCSE's A-C grade in English and Maths or equivalent standard	E
Degree or similar experience	English	D
IT Qualification	CLAIT/IBT2/RSA/ECDL or equivalent standard.	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
In depth experience of complaints management and handling. A sound understanding of the principles of good complaint management	Experience of risk assessment and management. Experience of writing effective formal complaint responses	E
A willingness to become competent in social care complaints procedure	What to expect from making a complaint e.g. a timely clear response <a href="https://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures/">https://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures/</a>	E
<b>Skills</b>		
Ability to communicate both orally and in writing in a clear, articulate and balanced way	Correspondence to customers and staff needs to be clear, concise and factual.	E
Ability to understand complex issues and provide sound, professional reliable advice.	Ability to empathise with customers and use questioning skills to identify the root cause of customer issues.	E
Actively considers the needs of clients and promotes open and constructive relations with them.	Is considerate to customers' needs and is non-judgemental and shows impartiality, which will on occasions be in challenging times.	E
A strong commitment to public service and local democracy	Shows respect and a desire to promote the values of the Council	E
Ability to create, analyse and present statistical data.	To be able to create spreadsheets that will capture complaints data and information that can be analysed to identify themes. This will then need to be	E

	presented in quarterly and annual reports.	
Ability to challenge others in an assertive manner when required	The role will involve challenging staff who may be defensive and not engage in following the principles of the Adult Social Care processes.	E
Ability to cope with demanding workloads and tight deadlines by prioritising work effectively to meet deadlines	Ability to prioritise workload with a high degree of flexibility, self-motivated and ability to prioritise to ensure deadlines are met.	E
Be confident using MS office suite; Word, Excel & Outlook	Ensure efficient systems and processes are maintained to ensure good governance and enable the effective and accurate collection, collation and reporting of routine data and information, producing statistics and reports when required.  Sound competency in Word, Excel and Outlook. Microsoft office will be used extensively throughout the working day.	E
<b>Experience</b>		
Previous experience in a complaint handling and providing written responses to complaints	Previous work experience that evidences the ability to pose logical questions to customers in order to draw a distinction between a problem and a crisis and prioritising subsequent action accordingly.	D
Knowledge or experience of adult social care	Knowledge of how adult social care is structured and the areas where there is a statutory duty	D
Experience in providing training	Experience of providing training /briefing sessions to a group.	D
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E
<b>Safeguarding</b>	Understanding of policies and procedures and the importance of safeguarding vulnerable adults	D

**Disclosure level**

What disclosure level is required for this post?	None X	Standard
	Enhanced	Enhanced with barred list checks

**Work type**

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible X	Field	Home
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