

## Associate Independent Person for Complaints - Investigating Officer (IO)

### Person Specification

#### \* Method of Assessment

A = Application Form D = Documentary Evidence (e.g. Certificates/Portfolio) I = Interview (panel and/or young people) E = Exercise

Please note that this column is indicative of where each criterion is likely to be tested, however all elements of the person specification may be tested at any stage of the recruitment process. Candidates must use each element of the person specification as a heading in the supporting statement of their application, explaining clearly and with examples how they meet the criteria.

Factor	Criteria	Essential/Desirable	Method of Assessment*			
			A	D	I	E
Education / Experience	• Three years experience of direct work with children, young people and their families.	Essential	✓	✓		
	• A degree or equivalent standard of education.	Essential	✓			
	• Experience of working with Children Act 89.	Essential	✓		✓	
	• Experience of acting as the Investigating Officer (IO) for Stage 2 Complaints, or recent experience of acting as the Independent Person (IP) for Stage 2 Complaints and willingness to complete further training to take on the IO role.	Essential	✓		✓	
	• Experience of working with children and families in a voluntary capacity.	Desirable	✓		✓	
	• Experience of working with professionals within local authorities and other agencies.	Desirable	✓		✓	
	• Social work or allied qualifications.	Desirable	✓			
Skills and Abilities	• Excellent oral and written communication skills, including report-writing.	Essential	✓		✓	
	• An ability to communicate at all levels within an organization and to listen to and communicate with children and young people and their representatives.	Essential	✓		✓	✓

	<ul style="list-style-type: none"> <li>Ability to effectively implement the Children Act Complaints Procedure and understand the role of the Independent Person in this process.</li> </ul>	Essential	✓		✓	
	<ul style="list-style-type: none"> <li>Ability to be impartial and to take an objective view.</li> </ul>	Essential	✓		✓	
	<ul style="list-style-type: none"> <li>Good investigative, analytical and problem-solving skills.</li> </ul>	Essential	✓		✓	✓
	<ul style="list-style-type: none"> <li>Ability to work to written policies, procedures and guidelines.</li> </ul>	Essential	✓		✓	
	<ul style="list-style-type: none"> <li>Ability to organise own work, use IT systems competently and be reliable</li> </ul>	Essential	✓		✓	
	<ul style="list-style-type: none"> <li>Mediation skills.</li> </ul>	Desirable	✓		✓	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>An understanding of the need for confidentiality in all matters related to an investigation.</li> </ul>	Essential	✓		✓	✓
	<ul style="list-style-type: none"> <li>Knowledge of childcare processes and legislation in a local authority context</li> </ul>	Essential	✓		✓	
<b>General</b>	<ul style="list-style-type: none"> <li>Knowledge and commitment to equal opportunities and anti-discriminatory practice, and an awareness of and respect for the differences of race, culture, sexuality, gender and ability.</li> </ul>	Essential	✓		✓	✓
	<ul style="list-style-type: none"> <li>Commitment to the rights of the child/young person to have a voice in the way they are cared for, in decisions that are made about their lives and the development and delivery of the services they receive.</li> </ul>	Essential	✓		✓	✓
	<ul style="list-style-type: none"> <li>Commitment to working in line with Voice's values and the ability to apply this in the role</li> </ul>	Essential	✓		✓	
	<ul style="list-style-type: none"> <li>Have access to a car and be willing to travel</li> </ul>	Essential	✓			
	<ul style="list-style-type: none"> <li>Have access to a non public telephone and email/IT system.</li> </ul>	Essential	✓			
	<ul style="list-style-type: none"> <li>Flexibility with time available.</li> </ul>	Essential	✓			