

Job Description

Job Title:	<p>Associate Independent Person for Complaints (IPC)</p> <p>Roles available, dependent on experience and training:</p> <ul style="list-style-type: none"> • Investigating Officer (IO) for Stage 2 Complaints
Service:	Independent Services, Coram Voice
Reporting to:	Independent Services Manager
Salary Range:	<p>Investigating Officer for Complaints (IO): £25.25 per hour</p> <hr/> <p><i>Please note – travel time paid at 50% of hourly rate.</i></p>
Work Pattern:	Varies according to each investigation
Contract Type	Associate

Coram Voice is a national independent children’s charity which was established in 1975, and has grown to become one of the leading agencies for children and young people in the UK. Around 60 employed staff, 100 freelance workers and 30 volunteers deliver services to children and agencies through our London headquarters and regional offices. Together they provide Coram Voice with a high degree of specialist expertise in the fields of advocacy, children’s rights, mental health, complaints, secure accommodation and experience of working with children in care, in custody, in need and those who have recently left care.

About the Independent Person for Complaints (IPC) role:

Independent Persons for Complaints work in a variety of roles, to provide an independent element to the formal Stage 2 investigation and Stage 3 review of complaints under the Children Act 1989. They give the complainant (who may be a child, young person or adult) the opportunity to express their view, ensure the child or young person’s rights and best interests are at the centre of the investigation and that the investigation/review process is open and transparent. They write a report on the investigation/review which is submitted to the referring agency.

During this recruitment round, we are seeking experienced Investigating Officers (IOs) for Stage 2 investigations.

This Job Description document sets out the expectations for an Associate Investigating Officer (IO) for Complaints who is approved by Coram Voice. Our Associates are independent, freelance and responsible for their own work. Nevertheless, they are accountable to the organisation for their professional standards and are expected to comply with the Coram Voice Code of Ethics and Practice Guidelines; they also receive professional supervision.

All Coram Voice staff and freelance workers are expected to work in line with our brand, values and management principles, in particular by:

- Building and maintaining meaningful, supportive, mutually empowering relationships with and between colleagues, partners, and children and young people.
- Creating and supporting a friendly and trusting working environment, working flexibly and supporting each other in times of high workload or when life gets difficult.
- Accepting personal responsibility for our work and being accountable for delivering results against those responsibilities.
- Recognising that we all have a role to play in all aspects of Coram Voice's success, in particular in supporting fundraising, storytelling, and involving children and young people in shaping the future of Coram Voice.

Purpose of the role:

To work alongside colleagues to provide an independent/objective element in the consideration of the investigation of complaints during the formal stage 2 of the Representation and Complaints procedure, as stated by the Children Act 1989.

Main duties & Responsibilities

- To empower the complainant by listening to them and affording the opportunity to express their views.
- To ensure the child/young person's rights and best interests/welfare are at the centre of the investigation.
- To ensure the process of the investigation is open and transparent to the complainant(s).
- To analyse quantities of information gathered from reading files, interviews carried out and other relevant documents for the purposes of writing the report
- To reach a judgement/conclusion based on the evidence available on a sense of what is fair and reasonable between the interest of the child or young person or their representatives and the interest of the local authority.
- To provide an objective and clearly written report which comments on the conduct of the stage 2 investigation, make findings on the complaint and recommendations as appropriate. The report to be written according to the format specified by Coram Voice and within prescribed time limits.
- Arising from the investigation, to raise issues of concern with the local authority in the interests of good practice for children and young people and their families and to make recommendations as appropriate.
- To maintain confidentiality during the course of the investigation.
- To maintain a clear record of time and expenses spent on the case and to complete claim forms as required.

- To maintain records which can be used in supervision.
- To provide Coram Voice with information as required under the practice guidelines.
- To recognise and challenge all forms of discrimination and prejudice in the workplace.
- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)

Additional Expectations

- To attend the induction training, and be prepared to meet and exchange experience and expertise at regular training/support group meetings in order to develop and improve the Independent Person service at Coram Voice.
- To be accountable to Coram Voice through the Manager of the service and their supervisor as regards standards of practice, and to participate in supervision and appraisal processes, seeking advice and support as required.
- To be willing to travel and work from home as required.

General considerations

- Please note that people employed by a local authority cannot work for Coram Voice in the same authority (good practice suggests that at least 3 years have elapsed since they were employed by that local authority).
- All posts are subjected to an Enhanced Disclosure & Barring Service check and successful candidates will not be able to work unsupervised with children or young people until the completion of this process.
- All Coram Voice workers are required to comply with Coram Voice Codes of Practice and Code of Ethics.
- All successful candidates will be expected to complete our mandatory training courses. Whilst completion of the training is compulsory, flexibility with the timing of attendance is negotiable where there are exceptional circumstances.