



Job Description

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St. Helens Council

Post: Performance, Complaints and Appeals Officer

Post Number:

Department: Peoples Services

Grade: SCP 23 - 25

Responsible to: Service Manager, Performance, Complaints, Support Services & Public Information.

Purpose of the Post:

To develop, implement and co-ordinate the anticipated appeals process arising from the implementation of the Care Act.

To provide support to the Performance and Complaints Service, facilitating partnership working and responding to complaints and changes in legislation, statutory guidance as appropriate.

To provide support to senior managers in the Department with the organisation, management, ongoing engagement and recording of forums with providers and partners.

To provide support to the Department's integrated arrangements with St Helens Clinical Commissioning Group.

Duties and Responsibilities:

1. To provide line management to the Performance and Complaints Assistant.
2. To manage the department's public information budgets and be responsible for the updating of all information and ensuring that this is placed on the Council's website.
3. To support the Service Manager, Performance, Complaints Support Services & Public Information with analysis and interpretation of People's Services and relevant partner information returns and performance reports.
4. To develop, implement and co-ordinate the appeals process arising from the implementation of the Care Act.



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5. To provide support to the Service Manager, Performance and Complaints in relation to performance, complaints, MPs and Elected Members correspondence, Freedom of Information requests and other correspondence.
6. To provide support for the Service Manager as required.
7. To support the Assistant Director Finance and Support Services in their role at the Risk and Governance Forum with the appropriate reports as requested.
8. To provide support to Senior Managers in the organisation, management and recording of the forums and meetings with providers and partners including:-
 - Domiciliary Care Contracted Providers
 - Domiciliary Care Other Providers
 - Residential & Nursing Homes
 - Supported Living Providers
 - Voluntary Sector
 - Integrated Program Steering Group
 - Integrated Commissioning Management Meetings
9. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
10. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
11. To comply with the Council's Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy).
12. To comply with the Council's Code of Conduct a fundamental aspect of which are "the Seven Principles of Public Life", and to conduct oneself with the highest standards of conduct that they require

This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).



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The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Date Prepared: July 2019