

Role Profile

Role title: Complaints Assistant & Assessor

Reports to: Regulatory Manager

Job purpose: To manage the processing of complaints at the initial stages from case reception, assessment review and triage through to initial panel stage ensuring their timely effective and lawful processing in a regulatory setting.

Financial: N/A

Staff: Direct: 0

Other: Initial point of contact for all new complainants and members complained against. Contact with external contractors and advocates, including the public.

Principal accountabilities:

1. To be responsible for progressing complaints from reception to initial panel stage including assessment, review and triage in a timely, lawful and effective manner;
2. Manage a caseload of cases requiring investigation, assessment and gathering of evidence;
3. Both assess and oversee the assessment of incoming complaints against set criteria and making decisions to ensure that procedures can be effectively followed in a timely manner;
4. To identify legal and/or sensitive matters which may pose a risk and to bring to case conference for discussion and advice on progression in order that risk may be effectively managed and to accurately identify changes in risk in presented cases;
5. To identify and proactively seek advice and guidance on case progression and decisions from senior managers where necessary;
6. To communicate both verbally and in writing with parties to a complaint keeping them regularly informed of the progress of the complaint and dealing with queries as they arise; corresponding with parties to the complaint and those relevant to processing the complaint; and communicating information about the procedures as appropriate to parties, members and applicants and members of the public about the conduct function and processes of the Register;
7. Both assist and oversee assistance and support to complainants in the formulation of their complaints, ensuring the procedures are accessible and that all information is clearly presented and understandable.
8. To address the needs of vulnerable persons and implementing reasonable adjustments where required and where complex issues arise to make a

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referral for direction in order to demonstrate good customer care and be compliant with disability legislation;

9. To liaise with external contractors ensuring they are fully supported by ensuring they have the information they require to carry out their tasks under our procedures in a timely fashion and that their instructions necessary to the progression of the cases are carried out in a timely, effective and efficient manner.
10. To arrange, facilitate, support, service and schedule panel meetings ensuring their smooth and efficient running.
11. To provide feedback on departmental protocols and to review template letters, draft new template letters and amend existing letters as necessary and implement them in order to maintain accuracy and professionalism of our communications;
12. To assist colleagues, peers and managers to achieve team priorities, objectives, targets and goals;
13. Lead, chair and participate in project teams both with internal and external parties in furtherance of the objectives, targets and goals of the Register.
14. Carry out the preparation of folios for the panels under the different conduct procedures;
15. Create and maintain case files to a high standard of accuracy and confidentiality; ensuring the lawful processing of information;
16. Any other duties required as part of this role.

BACP Principal accountability

- To be a BACP ambassador by upholding and demonstrating our values at every opportunity, through verbal, written and face to face communication.

Context:

Operating environment: Complainants, applicants making disclosures, BACP members subject to complaint

Framework & boundaries: Policies, legislation, Professional Conduct Procedure(PCP). Able to provide information and assist complainants when formulating their complaint. Advise on the different disciplinary procedures of the Association. Case management to initial panel stage. Requesting information from complainants, members and third parties.

Organisation: see org chart

Relationships:

Direct reports: /

Manager: Monthly 121s and regular team meetings

Other contacts: First point of contact for new complainants. Point of contact for new applicants who have made a disclosure and for members subject to complaint. Works closely with the Registrar for PSA review of accreditation.

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Works with internal teams and colleagues on projects as required. Contact with members of the public, advocates and contractors.

Knowledge & experience:

Education:

Degree level

Experience:

Worked in a complaints/regulatory environment

Experience of dealing with vulnerable persons

Experience of working within a fast paced and demanding role overseeing high volumes of caseloads.

Knowledge of the Professional Conduct Procedures and Ethical Frameworks.

Competencies:

Proactive and enthusiastic, with a flexible approach and an excellent team player

Excellent communication and listening skills both verbally and written, together with dealing with difficult callers, vulnerable persons and people with mental health issues.

Ability to implement and maintain effective relationships with people at all levels

Excellent planning, problem solving and organising skills

Work within a team and on own initiative, organising and prioritising workloads
Conscientious and responsible

Works well under pressure and in challenging situations

Committed to promoting high quality standards

High level of computer literacy skills across different systems, MS Office and ability to learn and adapt to IT systems

Job challenge:

Managing complainant, member and applicant expectations whilst providing excellent standards of customer care.