

**Caseworker (Complaints and Correspondence Team)**  
**Job profile**

Job title:	Caseworker
Accountable to:	Complaints manager/Correspondence manager
Responsible for:	N/A
Area/location:	Flexible with some travel to London required
Key working relationships:	Head of Complaints and Correspondence; Senior Complaints Manager; senior caseworkers; Senior Business Services Manager; assistant directors; NBC teams; local teams; families; FCAs; partnership agencies; stakeholders.
Role requirements:	(See attached person specification)
Terms of employment:	Full time
Band:	Band 4
London weighting:	For staff with a permanent office base in Greater London
Superannuation:	The pension fund used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). This is our auto-enrolment scheme. Contribution rates are based on a tiered system.
Annual leave:	28 days rising to 33 days after five years' reckonable service, inclusive of three statutory/privilege days to be taken between Christmas and New Year.

## **JOB SUMMARY**

Cafcass provides an independent voice for children in the family courts. Children, and the people who matter most to them, are at the centre of our work. We want them to have a service that is right for their individual needs and leaves them in a better position than before our involvement.

Our complaints and correspondence team work directly with children, families, and those acting on their behalf – such as other professionals working with them, and MPs – to resolve complaints and answer questions about our work. Caseworkers hold a mixed portfolio of complaints and correspondence work, allocated and supported by senior colleagues.

The complaints and correspondence team sits within Cafcass' Strategy Directorate, alongside teams such as Policy, Communications, Analytics and Legal. The mixed portfolio for caseworkers includes working with families and their representatives to respond to complaints and enquiries with a view to understanding the feedback being given, the impact on the individual and the desired outcome. You will work with our family court advisers and their managers to understand our work with the family and seek resolutions for them, where possible.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **General**

1. Manage your own caseload effectively, supporting families through their complaints or correspondence journey.
2. Work with relevant colleagues to address complaints and correspondence and provide timely and accurate responses which effectively address the issues raised.
3. Taking ownership of and maintaining accurate records on the database, maintaining a clear audit trail while working on each response.
4. Engage with the work of Cafcass and keep up to date on policies and initiatives.
5. Be a proactive team member and play a full part in team meetings and events as appropriate and required.
6. Be an effective representative for Cafcass and act at all times in a professional manner, promoting a positive image of the organisation.
7. Maintain confidentiality at all times.
8. Be committed to own continuous personal and professional development.
9. Promote and embrace diversity and equality and ensure practice and engagement is free from discrimination and in accordance with Cafcass policy and practice.

### **Complaints and correspondence**

1. Direct interaction with families and their representatives using a “listen and learn” approach to understand their complaint, the impact this has had for them and their family, and the outcome they are seeking.
2. Respond sensitively to situations where relationships have broken down, emotions run high, and the person has had a lengthy wait for resolution, using emotional intelligence and a high level of resilience.
3. Escalate any reported safeguarding concerns, or other areas of risk, to a complaints or correspondence manager, and to the relevant local manager as appropriate.
4. Manage own allocated workload in a timely manner including updating the Cafcass database/system, ensuring senior caseworkers/managers are aware of progress and following up any outstanding issues related to the investigation.

5. Responsible for following up any additional information required from local teams or partnership agencies and for escalating if there are significant delays in receiving information that is needed or could result in the agreed timescales being missed.
6. Draft contributions to parliamentary questions, speaking to the relevant teams to obtain the most accurate information.
7. Interpret and apply freedom of information legislation and regulations, as directed by the Information Assurance Manager.
8. Drafting replies to complaints and correspondence so that the message is clear, simple, accurate and well-evidenced, demonstrating that matters have been understood and addressed, drawing on agreed organisational positions with appropriate tailoring to the individual circumstances.
9. Researching, summarising and setting out the facts clearly and comprehensively, as well as the analysis and considerations that led to this. This will include making recommendations, if required, and identifying areas of good practice by working with colleagues to escalate complaints and/or seek advice to progress complaints appropriately.
10. Take action to resolve and make low-risk decisions on complaints and enquiries, identifying opportunities to resolve matters at the earliest opportunity, seeking situational supervision from complaints managers or senior caseworkers as required.
11. Work with senior caseworkers and managers to ensure agreed timeframes for responding to complaints and correspondence are met.

### **Learning and insight**

1. Sharing best practice with the team.
2. Identifying learning points, areas of good practice, and themes in complaints and correspondence, and feeding these into the national learning process to inform any changes required to promote the gathering of feedback from children and families.

### **Engagement and partnership working**

1. Develop close working relationships with different parts of the organisation.
2. Maintain an up to date understanding of the challenges facing our operational service, working with colleagues across the organisation to contribute to shaping improvement.
3. Engage with external partners to promote positive relationships and ensure effective and timely communication.
4. Report to senior colleagues on the progress of ongoing work.

*This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the post holder will be subject to review as part of the individual performance review process.*

## Person specification

### **Qualifications**

Minimum of NVQ3 and grade A-C/7-9 GCSE English (or equivalent)

### **Experience**

- Experience of working in a customer focused environment, demonstrating empathy when communicating with customers or stakeholders
- Experience of working well within a team and delivering quality work under pressure
- Experience of identifying and implementing improvements to service delivery
- Experience of handling confidential and sensitive data
- Experience of analysing complex written material and identifying and summarising key issues

### **Knowledge and skills**

- Strong analytical and verbal and written communication skills.
- Ability to respond appropriately to communication that can include unacceptable behaviour and mental health needs, seeking support and signposting to services when required.
- Good organisational and prioritisation skills to ensure timeframes are met
- Adaptability to change
- Computer literacy, particularly in Microsoft office
- Ability to work independently and as part of a team, prioritising conflicting tasks
- Ability to network and build relationships with a range of different teams, using negotiation and influencing skills to achieve successful outcomes.
- Ability to deal tactfully and sensitively with people, being assertive at times
- Ability to respond sensitively and constructively to difficult situations and promote the organisation positively internally and externally
- Ability to effectively communicate and negotiate with people at all levels including government officials, frontline practitioners, and families, including the ability to adapt oral and written communication methods to suit an audience.
- Ability to remain calm, confident and professional
- Committed to ensuring that all practice and engagement is free from discrimination and adheres to equal opportunities legislation and organisational policies.
- Awareness of data protection and freedom of information legislation
- Willingness to learn and committed to own personal and professional development.