

ADVERT ID 95858 *

General

Ombudsman for Children

Sigmar Recruitment.
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MAIN DETAILS

Status: Deactivated
Level: Other Education
Date Posted: Thu Nov 9 2017 14:29:20
Application Closing Date: Fri Nov 24 2017
Commencement Date: Tue Jan 2 2018
Status of Post: Permanent
Number of Vacancies: 1

POST DETAILS

Title: Early Resolution Officer

Description: Role Overview
The Office is seeking three Early Resolution Officers at Executive Officer level to join their complaints and investigations team to undertake examinations under Section 8 and Section 9 of the Ombudsman for Children Act (as amended). This refers to the examination of complaints against public bodies, schools, voluntary hospitals and a number of other bodies in receipt of public funding made by or on behalf of children.

Key Responsibilities:

- To receive complaints and enquiries by mail, email, telephone or in person and obtaining all relevant information by asking clarifying questions, requesting documentation where appropriate and conducting appropriate follow-up where necessary.
- To provide guidance, advice and information to people that contact the office directly
- To research applicable legislation, regulations, policies or procedures and applying relevant portions to the issues identified in order to attempt early resolution and or to undertake examinations of complaints and or to escalate the matter for further investigation
- To employ effective strategies to obtain relevant information from persons who may be distressed or emotionally distraught or who face other challenges.
- To engage with children to seek their views of on any complaint made by them or on their behalf.
- To assess complaints to determine whether issues can be dealt with within the Ombudsman for Children's mandate using an issue-based analysis and clearly and effectively communicating the rationale for this assessment verbally and in writing where required.
- To conduct and make appropriate research and make focused inquiries in order to identify opportunities for potential resolution or to promote good administration.
- To communicate effectively with complainants and public bodies
- To effectively manage a caseload of complaints, using a variety of strategies and ensuring a timely and relevant response to all complaints assigned.
- To regularly ensure that timelines and deadlines are met and that all complaints are dealt with in a timely fashion without undue delay and are appropriately recorded and managed.

Essential Requirements:

- Candidates must, on the closing date for this competition, satisfy the following requirements:
- A qualification of at least level 8 on the National Framework of Qualifications from a recognised university or other third level institution in a relevant discipline
 - At least two years relevant experience in the field of complaints and/or conflict resolution

- Possess the core competencies described below.

Specialist Knowledge/Expertise

- Possess a full understanding of relevant legislation, policy and practice regarding children and young people.
- Demonstrate an understanding of the principles underpinning the work of Ombudsman.
- Ability to effectively resolve complaints in an Ombudsman or similar environment

Analysis and Decision Making

- Excellent judgment and objective decision-making skills, problem solving skills and influencing skills
- Ability to analyse complaints, identify relevant individual and potential systemic issues assess jurisdiction and identify avenues for potential recourse
- Ability to research, review and apply relevant legislation, regulations and policy

Interpersonal & Communication Skills

- Ability to communicate effectively with individuals especially children who may be distressed or emotionally distraught or who may face other challenges
- Ability to establish and maintain good working relationships with a wide range of people

Report Writing Skills

- Ability to write in an easily understood and accessible format using plain English
- Possess strong computer skills with advanced skills in Word and Outlook, and a working knowledge of the Microsoft Office suite

Delivery of Results

- Ability to manage a high-volume caseload, prioritise issues and tasks and meet deadlines

Drive and Commitment

- Demonstrated commitment to the promotion of the rights and welfare of children
- Be self-motivating and committed to a high standard of work performance

Key competencies for effective performance at Executive Officer Level:

- People Management
- Analysis & Decision Making
- Delivery of results
- Interpersonal & Communication skills
- Specialist Knowledge of Public Sector and government policies for the sector
- Drive & Commitment to Public Service Values

It is an absolute requirement that candidates declare any potential conflict of interest at the application stage of the recruitment process. Failure to declare such conflicts of interest which later come to light may result in the candidate being disqualified from the competition or if the candidate is offered and takes up a role with the OCO on the basis of misleading information may result in immediate dismissal from the OCO.

How to Apply

All candidates should visit www.ocojobs.com where there is a full list of available positions in the OCO with the corresponding downloadable information booklet for each position. There will also be a link to the online application portal to where all applications must be submitted.

To apply, candidates must provide an up to date Application Form and submit their application form via the online application portal below.

Only Application Forms fully submitted online will be accepted into the campaign. Applications will not be accepted after the closing date.

Closing Date

Your application must be submitted on the online application portal by the Friday 24th November 2017, 17:00 exactly. Applications will not be accepted after this time.

If you do not receive an acknowledgement of receipt of your application within 24 hours of

applying, please contact OCO@sigmar.ie.

APPLICATION REQUIREMENTS

- Application Form

Applications may be submitted by

- External Application Form

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