

# CHILDREN'S COMMISSIONER FOR WALES

## Job Description

### 1. Post Details

**Job Title:** Policy and Investigations and Advice Officer (All Wales responsibilities)

**Location:** The Commissioner's Office premises are located in Llewellyn House, Harbourside Business Park, Port Talbot. We support remote and flexible working patterns including partial/majority home working arrangements.

**Reports to:** The Head of Policy and Public Affairs is the Line Manager for this post. You will also receive professional supervision from the Head of Practice for investigation and advice casework.

### 2. Main purpose objective and context of the role (in summary)

- The main purpose of this role is to support the Children's Commissioner for Wales achieve positive change for children and young people in Wales and mainstream the principles of the United Nations Convention on the Rights of the Child (UNCRC) into everyday practice.
- You will work with the Policy Team and the Investigation and Advice Team identifying the systemic connections between casework issues and the development of national policy and legislation in Wales.
- You will provide advice and support to individual children, young people, adults and other professionals in accordance with the Children's Commissioner for Wales' powers under the Care Standards Act 2000, the Children's Commissioner for Wales Act 2001 and the Children's Commissioner for Wales Regulations 2001.
- You will influence the development and delivery of national policy and legislation in Wales, monitoring the impact of Welsh Government, UK Government and other public bodies' policies on children and young people from Wales,
- You will participate in and project manage cross-functional project groups within the office as appropriate.

### 3. Main duties and responsibilities

- Contribute to the continued development and operation of a solution-focused advice and support service provided for children and young people in Wales, participating on a pro-rata basis in a duty rota for the advice and support telephone service.
- Listen, advise, assist and advocate for individual children promoting and safeguarding their rights and welfare.
- Plan and carry out, or participate in, investigations and reviews of breaches of children's rights in public bodies in Wales and in the preparation and conduct of examinations and service reviews held in accordance with the legal powers of the Commissioner.

- Maintain accurate records of all investigation and advice work on the Investigation and Advice case management system.
- Monitor, analyse and report on individual investigation and advice work to identify systemic issues affecting children's rights and welfare that could require action by the Children's Commissioner for Wales's team and bring them to the attention of the Head of Policy.
- Take responsibility for allocated areas of work relating to policy themes, responding to government consultations, developing expertise, knowledge and skills.
- Analyse and influence key policy initiatives from Welsh Government, UK Government and other public bodies from your allocated areas. Monitor their impact upon the wellbeing of children, young people and families at both national and local levels, taking account of the perspective of children and young people.
- Produce policy briefings and write high quality evidence based reports for the Commissioner and for publication. Understand, interpret and present research findings, legislation and quantitative data, keeping up to date with new developments and research.
- Respond to public correspondence received by the office, gathering relevant information from colleagues across the Teams, maintaining and organising a log of the requests received.
- Foster sound working relationships and be an independent, respected, critical friend with all agencies in the statutory and voluntary sectors whose work is relevant to the functions of the Commissioner working to resolve children's rights and welfare problems in an informal manner if appropriate.
- Represent the Children's Commissioner for Wales at workshops, conferences and seminars and attend, as an observer, key working groups of the Welsh Government and voluntary organisations.
- Promote and embed your expert knowledge of children's services and safeguarding issues into the work of the office.
- Support the creation of an inclusive and supportive work place culture by providing assistance and occasional cover for duties to colleagues across all functions as necessary.
- Uphold the values of our Team including its commitment to championing the rights of children, supporting the participation work of the office by listening and involving children in key aspects of your work.
- Undertake any other duties within the remit of the grade as deemed necessary by the Management Team or any of its members.

## Person specification

### Qualifications and Skills

- A degree or professional level qualification from either education, law, social services, health, play, youth work, youth justice or equivalent experience;
- Accurate research and analytical skills using both statistics and intelligence to question, analyse, interpret and make sense of complex information;
- Organisational skills;
- Well-developed influencing skills, including the ability to inspire confidence with a diverse range of stakeholders from children and young people to decision makers at the most senior level;
- Presentation and facilitation skills;
- Highly literate with excellent communication skills both written and oral;
- The ability to communicate with ease in Welsh with members of the public and external stakeholders, or the aptitude to improve existing Welsh language skills quickly, with encouragement and support;
- Highly competent ITC skills;
- Excellent interpersonal skills with the ability to deal calmly and effectively with multiple pressures and develop successful working relationships; and
- Evidence of recent and ongoing professional development and learning.
- Project management skills would be an advantage in this role.

### Knowledge and experience

- Previous experience of advising, assisting and advocating on behalf of others ;
- Previous experience of managing a caseload would be advantageous;
- Previous experience of developing evidence-based policy positions, preparing policy briefings and identifying policy recommendations would be advantageous;
- Proven knowledge and experience of child protection and safeguarding and working across organisations to achieve safe outcomes for children and young people;
- Demonstrates strategic and political awareness and understanding of local and national government strategy and policy agendas with regards to the UNCRC and the rights and welfare of children and young people;
- Broad experience and evidence of working in partnership with other organisations at all levels to influence and deliver change for children and young people.

### Personal Attributes

- Able to demonstrate an understanding of the values of our office and the human rights agenda;
- Self-motivated and proactive independent practitioner;
- Understands the importance of following process and compliance with regulation whilst being outcome focussed and finding innovative solutions to problems;
- Demonstrates a telephone manner that is reassuring and professional to all callers and especially to those who may be distressed;
- Takes a flexible approach to work and duties with a readiness to respond to changing requirements and urgent requests;
- Committed to representing the views of children and young people and meeting the needs of children and young people in all that we do;
- Displays enthusiasm to be an effective ambassador for children's rights and a desire to improve

outcomes for children and young people;

- Able to build good working relationships at all levels, across and within the organisation;
- Empathetic and supportive towards others with an ability to relate to people from a wide range of backgrounds;
- Demonstrates professional integrity, credibility and sensitivity to maintain confidence and trust.