



OFFICE OF THE PUBLIC DEFENDER

"A Voice of the Voiceless... To Loose the Chains of Injustice"

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	INFORMATION AND COMPLAINTS OFFICER
JOB GRADE:	GMG/AM 4
POST NUMBER:	257394
DEPARTMENT:	Investigation
REPORTS TO:	Director of Investigations

Under the general direction of the Deputy Public Defender, the Information and Complaints Officer is required to take detailed and comprehensive statements from walk-in complainants. The incumbent is also responsible for assisting the Investigators with investigations and their resolutions.

Employee

Date

Supervisor

Date

Date received in Human Resource Division

Date

KEY OUTPUTS

- Interviewing clients to ascertain the nature of their complaints
- Advising the client on the Roles and Function of OPD
- Referring clients to the Director of Investigations whose complaints do not fit within the remit of OPD
- Recording complainant's statement; ensuring full and complete details are included (contact, next of kin, address, telephone number etc.)
- Issuing letters of acknowledgment for first-time complaints whose letters were mailed in
- Forward all statements of complaint (and supporting documents) to the Registry for the creation of files and maintenance of records
- Liase with Registrar to obtain file information and assist with follow-ups
- Respond to telephone and email queries as instructed
- Research information as needed to assist the Investigator in the investigation of a matter
- Make appointment with clients to speak with the Deputy Public Defender
- Informs complainants and relevant parties within limits, of the status of their investigations (provide update in a timely manner)
- Performs any other related duties assigned by the Deputy Public Defender

KEY RESPONSIBILITY AREAS

Management/Administrative Responsibilities

- Interviewing clients
- Recording precise and detailed statements
- Assist Investigations

PERFORMANCE MEASURES

1. Effective Report Writing
2. Timely submission of Statements of Complaints to the Registry
3. Timely response to complaint with acknowledgement letter

REQUIRED KNOWLEDGE SPECIFIC TO THE POSITION

1. Knowledge of the OPD's guidelines and protocols
2. Knowledge of the telephone protocols

REQUIRED SKILLS & COMPETENCIES

1. Excellent listening skills
2. Excellent interpersonal, oral, and written communication skills.
3. High ethical conduct and demonstrated integrity with strong customer service orientation.
4. Ability to maintain courteous, professional relations with internal and external customers.
5. Ability to display, high degree of tact, confidentiality, integrity, and discretion.
6. Ability to efficiently organize work; respond quickly to requests and meet priorities.
7. Ability to take responsibility and utilize good judgment and initiative.
8. Computer literacy with strong technical (computing) skills, research, and information-gathering skills.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate Degree in Social Work, Law, Paralegal Training, Social Science, Public Administration, Management Studies, or any other related discipline

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- This is a typical office environment, with no adverse working conditions; however, there can be some pressure on a periodic basis.

