

# Job Profile

Position Details	
Post	Safeguarding Manager
Service Area	Adults/Adults & Safeguarding
Reports to	Head of Adults & Safeguarding
Grade	PO8
Job Family	To be completed by HR

Role Purpose
<ul style="list-style-type: none"> <li>• To be the operational and strategic lead for the Adult Safeguarding Service leading on practice throughout safeguarding adult enquiries, ensuring a high quality, safe and very responsive service; placing adults at risk at the centre of the safeguarding process.</li> <li>• To participate in the Safeguarding Adults Board as required, taking responsibility for the raising of Safeguarding Adult Review's and complete reports as directed and ensure that in delivery ensuring that making safeguarding personal is a priority.</li> <li>• To design and implement new systems, procedures and protocols to continually improve services for the residents, the Borough and partner agencies. Championing the work of safeguarding services and ensuring operational and strategic clarity across the adult services and partners.</li> <li>• Build high quality links and relationships across adult services and with key partners and the community to ensure effective safeguarding and care coordination, further clarifying and enhancing roles, responsibilities and accountabilities.</li> <li>• To effectively manage team and salary budgets</li> </ul>

Main Responsibilities
<p>This post is both strategic and operational. The post holder must be able to demonstrate achieved or an ability to achieve in the following areas:</p> <ol style="list-style-type: none"> <li><b>1. Ensure that adult safeguarding is everyone's business by</b> <ul style="list-style-type: none"> <li>• Driving through the Pan London Safeguarding Policy and Procedures across all services and partner organisations ensuring that staff are equipped to safeguard adults effectively</li> <li>• Implement and maintain strong links and protocols with key strategic partners through open dialogue and a shared vision to safeguard people</li> <li>• Provide strong leadership advocating the service standards for safeguarding by encouraging and motivating services and organisations to work collaboratively.</li> </ul> </li> </ol>

- Provide a BIA forum to facilitate supervision, legal updates and practice development for all identified assessors
- Support Safeguarding Leads within partner agencies to understand their responsibilities and those of the Council's.
- Work closely with the Head of the Commissioning Team in relation to Establishment concerns

**2. There is a Safeguarding Strategy that focuses on providing a quality service to improve outcomes for adults at risk**

- Implement an outcome focussed quality assurance strategy to measure the effectiveness of both services.
- Establish organisational learning to disseminate lessons learnt across the service and with the council's wider partners
- Ensure that both services are effective and maintain quality standards within budget
- As part of Making Safeguarding Personal the Adult at Risk needs to be at the centre of its enquiries and achieve robust protection plans
- Take the lead on serious safeguarding cases and chair high profile strategy, case conference and professional meetings.

**3. Safeguarding is prioritised and the workforce is equipped to do the job**

- Works closely with Organisational Learning and Change to ensure that the commissioning and delivery of training meets the needs of the workforce
- As the Designated Safeguarding Adults Lead there is a requirement to consult with and provide advice to Managers across the Council to ensure that there is sufficient support for front line staff
- Provide supervision and guidance to staff as per council policy
- Ensure that there are regular audits of safeguarding work across the Council.

**4. Safeguarding is integral to the strategic development of adult social care**

- Demonstrate a can do attitude to overcome obstacles and challenges by seeking a range of techniques to address highly complex situations
- Analyse and assess situations to reduce risk to individuals and the Council
- Use resources effectively by making strategic links to improve outcomes for adults at risk by implementing systems and protocols into operational practice.

**5. Provides a Safeguarding Service that embraces challenge and scrutiny**

Utilise feedback from professionals and residents who use services to improve the performance of the team and the overall experience

- Make decisions appropriately and seek expert or managerial advice as required.
- Continue to develop personal and professional development in accordance with the role
- Demonstrate sensitivity to the needs of the Service and individuals whilst maintaining a professional managerial responsibility to the Council.

**6. Provide a Safeguarding Service that is transparent that can evidence decisions and meets performance requirements**

- Good managerial oversight of the work of the safeguarding team through individual and group supervision and regular file audits
- Accessibility to be maintained to provide support and advice in regards to adult safeguarding
- Hold regular briefs that emphasise the importance of performance indicators in evidencing high quality service
- Address poor performance in a timely and managed way according to council policy
- Produce regular briefings to the Safeguarding Adults Board, and any other management requests. Attend and participate in SAB meetings as required.
- Provide a monthly account of safeguarding service at own supervision, and discuss high profile cases with line manager in a timely manner
- Meet any performance issues noted through file audits and the performance data.

**7. Works collegially, collaboratively and in partnership with key strategic stakeholders**

- Work with integrity to ensure that adults at risk remain at the centre of intervention by collaborating effectively on protocols and organisational learning initiatives
- Uphold and enhance the reputation of the Council by maintaining a professional, engaging and supportive approach to people within and external to the Council
- Represent the council at local, regional and national events and meetings as appropriate
- Subscribe and maintain professional links through Practice Forums and on line professional networks
- Produce a Monthly Safeguarding Bulletin to update staff and partners.
- Ensure that all Establishment Concerns are managed through a multi agency collaboration to reduce risk to residents and the Council
- Establish professional networks to analyse information regarding commissioned services.

**8. Provide a Safeguarding Service that recognises and develops the knowledge, skills and experience of others**

- Places adult at risk at the centre of safeguarding and develop strategies to learn from their experience
- Work with carers and the voluntary sector on Preventative Strategies in partnership with others.
- Utilise the knowledge and skills of others in Organisational Learning events to improve safeguarding practice
- Ensure that the Safeguarding practitioners are exposed to different experiences through a mixed medium of adult learning
- Ensure that work programmes addresses the Career Development Plans of both Services and individual practitioners
- Develop a safeguarding strategy that facilitates and accommodates a programme of learning and engagement for staff across Housing and Adult Social Care.

**9. Ensure a high standard of performance in terms of overall responsiveness and Performance Indicators pertaining to Adult Safeguarding.**

**10. Ensure that case file recording and Mosaic is completed according to the required procedures, policy and quality assurance standards and linked to Performance Indicators**

**11. Work with adult services & commissioning staff in respect of proactively monitoring with all care homes and care provision; to set targets and monitor the implementation of service delivery, service user satisfaction and equal opportunities within the specified area/group**

**12. Be available as required outside of office hours for consultation by the Emergency Duty Team**

Generic Responsibilities

**Performance Management and Service Delivery**

1. Prioritise and allocate work and manage service delivery in line with the objectives for the team
2. Use management information and other forms of pro active managerial oversight to assess and assure team performance for quality and timeliness, taking any necessary corrective measures as soon as possible
3. Work with the performance team to improve performance both (qualitative and quantitative), as required.
4. Assess, manage and report risks.
5. Identify service gaps and benefits for changes, and resource implications.
6. Make recommendations to improve service delivery and performance
7. Implement approved service improvements

8. Collaborate and cooperate with managers across the Haringey Social Care system to make overall system improvements

### **Professional / Technical Expertise**

1. Maintain high levels of expertise in area, ensuring that services delivered are consistent with best practice, national and local guidance as well as occupational and professional standards, and follow agreed policy and practice.
2. Offer advice, guidance and support to staff and colleagues, as appropriate.

### **Safeguarding**

1. Ensure that staff have a good understanding and awareness of Haringey Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence.
2. Ensure that 'Making Safeguarding Personal' is embedded into the work that is undertaken by workers and that best practice is modelled within the service area.
3. Fulfil the role and responsibilities attached to the managers safeguarding role within Haringey Adult Services.
4. Support partner organisations to understand and fulfil their roles under the care act in ensuring adults are safeguarded across community settings.

### **Financial Management**

1. Be accountable to the Head of Service for the financial management and control of all allocated budgets.
2. Take responsibility for all team facilities, relevant equipment and resources.
3. Ensure that all services, delivered or procured, represent good value for money.

### **People Management**

1. Act as a positive role model for the team by demonstrating Haringey's values
2. Manage the team and undertake the full range of management responsibilities for the whole employment cycle including recruitment, induction, probation, training/development and supervision.
3. Motivate the team to achieve performance standards and continuous improvement
4. Hold regular 'My Conversation' mapping conversations with team members to set SMART objectives and to review and assess their achievement in line with Haringey Values
5. Hold regular team meetings, and ensure that the team are well informed, included and engaged in Council, Service and Team developments
6. Ensure there is clarity of reasonable standards and expectations in the team and address capability and conduct issues as soon as possible using the formal capability and disciplinary procedures where necessary
7. Develop a positive team spirit within the team and address any issues of concern as early as possible, resolving formal grievances as soon as possible where necessary
8. Manage absence in line with the sickness monitoring procedure and promote well being in the team

### **Member enquiries, feedback and information requests**

1. Respond to Member enquiries, service user feedback and Freedom of Information requests (as agreed by the Head of Service) within agreed timescales.
2. Ensure that complaints are dealt with in accordance with agreed procedures and to investigate and reply/ prepare replies for Head of Service / Director 'sign off', as appropriate.

### **Collaboration and Partnership working**

1. Work with colleagues (internal and external) to contribute to effective joint working practices / integrated services to improve outcomes and maximise independence.
2. Work with the NHS to deliver integrated care and develop new ways of working across health and social care,
3. Working with internal and external partners (housing, public health, voluntary sector etc) to provide holistic and joined up service provision for residents in Haringey.

4. Champion the role of social care and contribute to the new ways of working and service delivery through co-production and delivery.

### **Managing Diversity and Equality**

1. Understand the effects of discrimination and exclusion of certain groups of service users and employees and demonstrate an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.
2. Undertake Equality Impact Assessments

### **Health and Safety and Data Protection**

1. Be aware of and comply with current Health and Safety regulations and Haringey Council's Health and Safety policy as they relate to the duties and responsibilities of the post.
2. Carry out all duties with due regard to the provisions of Data Protection legislation and the use of such data.

### **Additional Duties**

1. Undertake any additional duties commensurate with the post as may be required by the Director, Chief Executive and Members of Haringey Council.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Professional Qualification (e.g. CQSW or DipSw or other relevant health qualification) Educated to degree level	E
Detailed knowledge and understanding of legislative and contextual framework affecting the work of the team(s) acquired through experience in relevant / specific field.	E
Knowledge and experience of one or more work processes to maximise independence associated with the operations of the team(s)	E
An understanding of the performance measures of maximising independence for the team(s) and the tools that are available to assure and improve standards of service delivery	E
An ability to develop a maximising independence ethos in the team which identifies and builds upon strengths of service users, their families and community resources to enable independence to be maximised at each and every stage of the process	E
An ability to develop a customer service ethos in the team regarding service users and their families and carers so that services are communicated and provided to specified standards and enquiries and complaints are resolved in an effective manner reducing the need for further escalation	E
Ability to manage and motivate a team of staff (which may be multi-disciplinary) to achieve team goals of maximising independence and address performance issues using the Council's people management procedures and formal performance management procedures where necessary.	E
Ability to adhere to the Council's Dignity for All Policy	E
This post requires registration with the relevant health professional council / governing body (Health and Care Professions Council – HCPC)	E

## Main Contacts & Other Information

### Main Contacts:

Clinical commissioning Group  
Adult Social Services  
Haringey Commissioning Team  
Local Safeguarding Leads

### Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.