

Job Description

Job Role: Operational Safeguarding Manager

Service: Adult Social Care and Housing

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC10
Location:	Plough Lane
Responsible to:	Principal Social Worker and Safeguarding Lead

Main purpose of the role:

To manage the work of the council's adult safeguarding team, working collaboratively with operational services and other agencies to ensure a robust, timely and appropriate response to safeguarding concerns.

Key relationships/Functional links with:

Internal: Staff at all levels within the directorate, including Corporate Director, Service Directors, Heads of Service and team managers. Staff within other directorates, including L&OD team, and Hoople.

External: WM ADASS, other local authorities, universities, research bodies

Key Duties and Responsibilities	Frequency of Task
<i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i>	
<ul style="list-style-type: none"> Lead and manage the council's adult safeguarding team, being personally responsible for signing off safeguarding decisions. 	•
<ul style="list-style-type: none"> Ensure the team manage safeguarding concerns and enquiries in line with evidence-based practice, legislation, policies and procedures. 	•
<ul style="list-style-type: none"> Lead a service that is responsive, responsible, accountable, and flexible to the needs of the people at risk of abuse and neglect. 	•
<ul style="list-style-type: none"> Coordinate, review and report performance data in line with the agreed key performance Indicators. 	•
<ul style="list-style-type: none"> Ensure best practice is embedded throughout the service 	•



Key Duties and Responsibilities	Frequency of Task
<p><i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i></p>	
<ul style="list-style-type: none"> Lead audits of safeguarding practice and contribute to wider audits and service reviews. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Develop and maintain the policies, procedures and guidance for the safeguarding team in collaboration with Principal Social Worker and Safeguarding Lead. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Provide cover for the Principal Social Worker and Safeguarding Lead as required. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> To promote excellent front line practice in managing safeguarding concerns and enquiries. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> To take the lead in managing complex safeguarding cases and provide support and guidance to team members. • 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Responsible for ensuring that safeguarding enquires are carried out in line with Making Safeguarding Personal, national legislative requirements and local policies and procedures. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Responsible for signing off and make decisions in relation to safeguarding enquiries. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> To provide team leadership and oversight of safeguarding of decision. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Leading and providing day to day management of the team, providing appropriate support, personal development review and performance management to ensure the delivery of high quality services 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> To carry out case file audits across all adult social care teams for quality assurance purposes and to identify areas of good practice and areas for further development. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> To produce reports as required for the directorate and Herefordshire Safeguarding Adults Board. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> To manage the team in accordance with Herefordshire's employment policies and procedures. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Manage complaints effectively and ensuring complaints are resolved as quickly as possible and ensuring responses to complaints are of good quality and reflect understanding of the customer issues and in line with council procedures. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> Support the PSW with any necessary ongoing development of current protocols, guidance and standard operating procedures as appropriate 	<ul style="list-style-type: none"> •



Key Duties and Responsibilities <i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i>	Frequency of Task
<ul style="list-style-type: none"> • Manage the budget of the team effectively and take actions to ensure the budget does not overspend 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Where necessary, be the technical expertise with any complex safeguarding, legal and technical issues relating to safeguarding 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Managing individual performance/tackling under-performance and ensuring members of the team are supervised regularly in line with expectations. • 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • To keep up to date with changes in legislation, technical developments and practises relevant 	<ul style="list-style-type: none"> •



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<i>including professional qualifications</i>		
<ul style="list-style-type: none"> Professional social work qualification and SW England registration 	<ul style="list-style-type: none"> IT systems knowledge of Mosaic 	A, I
<ul style="list-style-type: none"> Evidence of continuous professional development in a relevant area of work 		A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Significant knowledge of adult social care, national policy and trends and appropriate legislation, particularly in relation to safeguarding 		A, I, S
<ul style="list-style-type: none"> Substantial experience of providing operational management in the area of safeguarding adults 		A, I, S
<ul style="list-style-type: none"> Experience of leading approaches to safeguarding adults through best practice 		A, I, S
Skills and Abilities		
<i>Including personal attributes</i>		
<ul style="list-style-type: none"> Good relationship skills to work collaboratively with staff at all levels within the directorate, Council and partner agencies 		A, I, S
<ul style="list-style-type: none"> Excellent frontline practice skills 		A, I, S
<ul style="list-style-type: none"> Ability to collaborate, influence and challenge, with excellent verbal and written skills 		A, I, S
<ul style="list-style-type: none"> Ability to analyse complex information and use this to support improvement in practice 		A, I, S



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to produce high quality, accurate work to tight deadlines 		A, I, S
<ul style="list-style-type: none"> Excellent customer service and interpersonal skills 		A, I, S
<ul style="list-style-type: none"> Ability to organise own workload 		A, I, S
<ul style="list-style-type: none"> Self-motivated and ability to use own initiative 		A, I, S
<ul style="list-style-type: none"> Personal drive and delivery focused whilst maintaining high quality 		A, I, S
Other Factors		
<ul style="list-style-type: none"> Flexible approach to work and hours to satisfy the needs of the business. 		A, I
<ul style="list-style-type: none"> Commitment to fairness and equality. 		A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

- The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council.
- They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here".
- We expect all colleagues to act as a role model by living our values and setting an example for others.
- Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

