

**POST**: Head of Service (Safeguarding)

**REPORTS TO:** Chief Executive

**PURPOSE OF ROLE**

Accountable for the statutory response to Section 42 enquiries and administration of the Deprivation of Liberty Safeguards process. In addition to this core role, the post holder will be an integrated member of the Leadership Team and support Leadership functions.

**KEY AREAS OF RESPONSIBILITY**

* Be Focus’ lead Safeguarding Adults professional and ensure that statutory and contractual duties are effectively and safely carried out.
* Accountable for the delivery of a robust and high quality response to Section 42 enquiries and allegations in North East Lincolnshire and ensure excellent safeguarding practice across Focus.
* Accountable for the provision of credible and professional safeguarding advice and information; acting as principal adviser and subject matter expert.
* Provide leadership to, and have professional accountability for, a specialist area of Social Care delivery ensuring provision of high quality, professional service, which delivers to the professional standards expected.
* Be a Leadership team member and support areas of development or improvement throughout the organisation.

**MAIN DUTIES OF POST**

**Leadership**

* By working in collaboration and partnership with leadership team members, contribute to the successful delivery of all statutory and local duties, responsibilities and plans of Focus Independent Adult Social Work (CIC).
* Establish and maintain a high level of specialist knowledge in own area of work, keeping abreast of changing legislation and emerging best practice and being accountable for keeping the rest of the organisation informed as appropriate.
* As required, take a lead or chairing role on work streams, projects, programmes of work, act as ‘named person’ on behalf of Focus or undertake specialist work in response to ad hoc demand all of which will be of varying duration and complexity and may involve working across service areas and/or partner organisations.
* Proactively engage with, and report to, Boards, national, regional and local networks and other required monitoring mechanisms relevant to own area of service and accountability.
* Take full ownership of the development and implementation of strategies, policies, procedures and processes for own area of service and accountability which are legally compliant and up to date.
* Performance manage and quality assure work undertaken by self, direct reports and other staff within own service area ensuring that any national, regional or local standards are met. Reporting findings to the Focus Quality and Assurance panel.
* Investigate, respond to or oversee complaint investigations both in own area and across Company.
* Chair Employment Hearings, up to and including Dismissals, as required.
* Provide professional leadership to a group and/or team or teams (which may be multi-disciplinary or sit across different disciplines) which includes provision of supervision, professional and personal development, setting of targets and performance management.
* Educate, train and inform own staff and staff within wider company (and partner organisations as appropriate) on areas within own purview.
* Take a leadership role, as designated, during times of crisis, emergency or other unplanned situations which impact on the day to day delivery of the business and/or services to clients.
* Work closely with local partners and the local authority DASS team.
* Deputise for Focus’ Chief Executive in a variety of situations of varying complexity where it is deemed appropriate to the role.
* Take part in the Leadership On Call Rota.

**Strategic & Business**

* Ensure all statutory and contractual responsibilities are effectively discharged together with regulatory responsibilities.
* Ensure legislative and professional compliance in regards to safeguarding vulnerable adults and challenge where these are not being met.
* Keep abreast of external developments and legislative changes within Government, the social care sector and emerging best practice and guidance; assess implications and evaluate the impact; apprise, advise and guide Board and leadership with recommendations for potential change to policy, procedure, process, practice, enhancement or training delivery across and within Focus and other partners
* Ensure work of self and team(s) is underpinned by a comprehensive understanding of and ability to robustly apply the relevant legislation, including the Human Rights Act, Equality Act, Mental Health Act, Mental Capacity Act and Care Act.
* Act as operational lead in safeguarding adults across Focus, ensuring effective co-ordination together with high standards of investigation, decision making, recording and advice giving.
* Accountable for the delivery of statutory response to Section 42 allegations and enquiries on behalf of the Local Authority and in accordance with national and local frameworks and timescales.
* Ensure safeguarding systems and practices (across Focus and other agencies) comply with national and local requirements.
* Responsible for formal reporting in relation to Section 42 activity and provision of reports to Safeguarding Adults Board, as required.
* Delivers and/or input into Safeguarding Plans resulting from Section 42 investigation and/or recommends other actions, provides information and/or advice as necessary.
* Build strong and effective networks with safeguarding leads in other organisations to ensure they meet their responsibilities within agreed timeframes.
* Ensures robust assurance and scrutiny that leads to sustained practice improvements and improved outcomes for service users, their families and carers.
* Be the named lead for the Mental Capacity Act in Focus and work collaboratively with partner organisations to develop processes and tools which are compliant with legislation and best practice and ensure that those processes are implemented and undertaken across Focus.
* Oversees the administration of the Deprivation of Liberty Standards (DoLS) process, including, where appropriate, the introduction and implementation of a robust prioritisation system and associated statutory returns.
* Oversees the provision of professional, up to date, accurate MCA and Safeguarding training to multi-agency groups.

**Finance**

* Manage, have oversight of and report on service specific budgets, including expenditure relating to DoLS in terms of Mental Health and BIA assessments.

**Workforce**

* Provide visible and strong leadership to the social care workforce in Focus, promoting a culture of high performance, continuous improvement, innovation and customer focus.
* Enable a high-performing, diverse, inclusive and engaged workforce to deliver strategic plans. Support and challenge others in developing, sourcing and deploying talent whilst promoting health and safety and employee well-being.
* Facilitate a culture of change and innovation, including shared decision making and delegated autonomy to the Social Work Managers and Advanced Safeguarding Practitioners within Focus.
* Ensure the support, development and training of Social Work and Social Care staff within career pathways to encourage personal growth and deliver effective succession planning.

**Legal and Governance**

* As required, support the co-ordination of legal / court work coming into Focus; including investigating cases as required.
* Responsible for supporting good Court craft skills across Social Work workforce in Focus, including ensuring staff have the right competencies to support confident assessment, analysis and presentation of information to Court and mapping skills against the PCF / KSS.
* Represent Focus in formal and informal communications with local legal support staff, solicitors and barristers to ensure Focus is appropriately represented with any legal matters.
* Investigate and/or respond to service user complaints; Elected Member and MP enquiries and, where appropriate, respond in accordance with the Adult Social Care Complaints procedure.
* Respond to Freedom of Information or other requests for information from the Digital Information Team / Data Protection Officer / Head of Client Finance & Data.

**Performance**

* Lead and embed a team or teams or individual performance management approach that underpins effective operational performance.
* Provide performance and quality control for all issues or cases and for the overall performance of the specialist area.
* Ensure delivery of a suite of statutory returns ensuring accuracy, compliance and delivery within agreed timeframes.

***No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.***

**PERSONAL RESPONSIBILITIES**

As well as the departmental rules and procedures, which you are required to observe and follow, focus has developed a number of general policies and procedures that apply to your employment.

Whilst focus recognises specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of these policies, procedures and standards. You should familiarise yourself with these, and ensure that you understand and adhere to them.

Particular attention is drawn to:-

**Health and Safety**

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

**Fire Procedure**

The post holder must adhere to the Focus Fire Policy, including training attendance.

**Equal Opportunities**

Focus has policies covering Equal Opportunities and Harassment. The aim is to ensure that no colleagues, potential employees, patients/clients are harassed, or receive less favourable treatment on the grounds of disability, age, sex, sexual orientation, marital status, race, colour, religion or ethnic/national origin.

**Security and Confidentiality**

The post holder must adhere to a range of policies, procedures and legislations relevant to security and confidentiality, these include:

* Data Protection Act 2018 and UK GDPR
* Copyright, Designs and Patents Act 1988
* Access to Health Records Act 1990
* Computer Misuse Act 1990
* BS7799 (Information Governance)
* Caldicott
* Document and Records Management
* Mental Health Act

Additionally, all staff are required to attend an annual briefing on Information Governance and Security.

You are required to keep all client information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence.

**This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the Health /Social care, these priorities will develop and change in consultation with the postholder in line with service business needs and priorities.**

**Specific objectives for the postholder will be regularly agreed and reviewed as part of an individual performance process.**

 **PERSON SPECIFICATION**

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| **POST:** | Head of Service (Safeguarding) |

|  | **Essential / Desirable** | **Method of Assessment** |
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| **CREDIBILITY** |  |  |
| 1 | Relevant degree or equivalent qualification in a related field (adult social care, nursing, policing etc.) with advanced specialist safeguarding adults & MCA knowledge | E |  |
| 2 | Relevant up to date registration of the appropriate Professional Body | E |  |
| 3 | Evidence of continuing personal and professional development | E |  |
| 4 | Proven track record of leading at a senior level to improve safeguarding practice in the adults sector, including evidence of impact on practice and adult outcomes | E |  |
| 5 | Provides credible, accurate, up to date advice to senior managers, Board Members, partners and the workforce on issues relating to own service area | E |  |
| 6 | Strong research skills and ability to appraise relevant quantitative and qualitative evidence to inform the development of policy and/or procedure | E |  |
| 7 | Experience of working in a multi-agency setting and with senior management and/or Elected Members in a public sector setting | E |  |
| 8 | Knowledge and understanding of the challenges and opportunities of working in a Community Interest Company providing adult social care services with and through partners | D |  |
| 9 | Successful track record of learning and making a key contribution to strategic decision making and to policy formulation and delivery | D |  |
| 10 | Experience of managing and leading high performing teams, including all aspects of performance management, motivation and improvement | E |  |
| 11 | Good grasp of local and national policy and procedure as well as an understanding of Case Law and its application to complex social work interventions | E |  |
| 12 | Significant understanding of the political landscape legislative frameworks and regional, local and national drivers surrounding the area of specialism. | D |  |
| 13 | A comprehensive understanding of relevant legislation, including the Human Rights Act, Equality Act, Mental Health Act, Mental Capacity Act and Care Act | E |  |
| 14 | Demonstrates through practice an understanding of individual’s rights and choices and the importance of empowerment and promotion of independence. | E |  |
| 15 | Experienced in successfully resolving highly complex cases relating to the specialist area that require a significant element of judgement | E |  |
| 16 | Experience of leading complex and major projects, often cross-team or cross-organisation, to successful outcomes | D |  |
| 17 | Experience of managing complex budget environments, including managing demand in line with finite resources | E |  |
| **CAPABILITY** |  |  |
| 18 | Highly visible and inspirational leadership skills with experience of operating at a senior and strategic level and of inspiring others to give of their best. | E |  |
| 19 | Ability to understand abstract frameworks and apply them in a practical way in an operational context | E |  |
| 20 | Ability to research and quickly digest new and emerging legislative guidance/complex legal requirements and/or advice and translate into policy, procedure, practice and/or development mediums which are fit for purpose | E |  |
| 21 | Ability to work independently and organise and manage multiple priorities and work streams ensuring targets are met | E |  |
| 22 | Advanced verbal, non-verbal and written communication skills | E |  |
| 23 | Ability to make rational judgements based on relevant information, taking into account the ‘wider’ strategic picture with sensitivity to the political dimension | E |  |
| 24 | Effective leadership and managerial capabilities with a proven track record of building and developing individual and team performance | E |  |
| 25 | Able to manage teams who work in flexible and agile arrangements; ensuring effective supervision, duty of care and performance management | E |  |
| 26 | Skilled in effective stakeholder relationship management , including advising executive and non-executive Boards and leadership teams | E |  |
| 27 | Skilled project manager | D |  |
| **PERSONAL STYLE AND ATTRIBUTES** |  |  |
| 28 | Passionate about safeguarding adults and working collectively and collaboratively with other agencies to prevent them from experiencing abuse and harm | E |  |
| 29 | In professional demeanour, by positive behaviours and in all communications is an inspirational role model to the Focus workforce | E |  |
| 30 | Takes a leadership overview and a high degree of accountability for all services provided by Focus | E |  |
| 31 | High personal and professional ethics, values and personal integrity | E |  |
| 32 | Professional, reliable, honest and credible | E |  |
| 33 | Demonstrates a high degree of personal integrity | E |  |
| 34 | Highly effective decision maker | E |  |
| 35 | Maintains confidentiality, managing all personal or sensitive issues with respect and dignity | E |  |
| 36 | Self-confident, self-motivated | E |  |
| 37 | Innovative  | E |  |
| 38 | Positive and flexible attitude to change | E |  |
| 39 | Demonstrates respect and consideration for others | E |  |
| 40 | Demonstrates flexibility in terms of working hours, location and duties | E |  |
| 41 | Develops and maintains positive, effective relationships with others, both internal and external to the company | E |  |
| 42 | Works well under pressure, dealing with peaks and troughs in demand | E |  |
| 43 | Hold a current valid driving licence and have access to an appropriate vehicle or be able to meet the demands of the post with reasonable adjustment | E |  |