Inclusive
Ambitious
Always learning
Being Bracknell Forest

Bracknell Forest Council

Job description

Job title:	**Emergency Duty Service - Casual Adult Safeguarding & Care Coordinator**

Directorate:	**People**	**Salary:**	**£24.14- £25.26 per hour** Plus £0.39 per hour London Weighting **FTE £46,479-£48,738 per year** plus £753 London Weighting

Section:	**Berkshire Emergency Duty Service**	**Grade:**	**BG-F SCP34-36**

Location:	**Waterside Park, Bracknell**	**Work style:**	**Casual**

Key objectives of the role

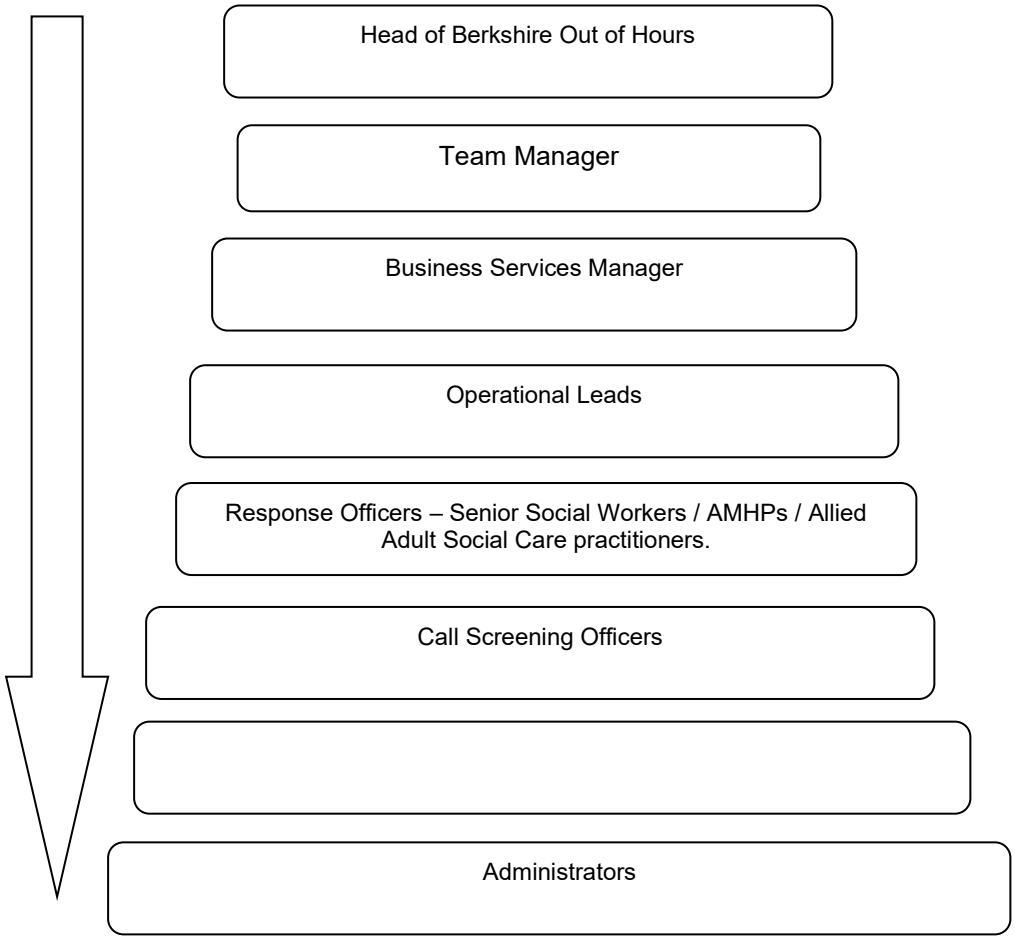
The Berkshire Emergency Duty Service is the primary contact for members of the public and professionals who have concerns about a child or adult's welfare and safety outside of normal office hours (9-5pm) for all 6 unitary authorities of Berkshire. The service also operates an out of hours Appropriate Adult Service that provides a response to children/young people and adults with care and support needs who find themselves in police custody.

The post holder will participate in a shift and rota pattern that will involve providing a social care service outside normal working hours including weekends and bank holidays.

As an Adult Safeguarding and Care Coordinator you will assess and manage the risk involved in protecting vulnerable adults, distinguishing levels of risk for different situations to prevent harm and abuse as early as possible.

In line with the generic service delivery of Berkshire Emergency Duty Service the post holder will be required to have a working knowledge of social work legislation and related guidance in relation to all client groups which include Children, young people and their families as well as the homeless.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. To be part a of the Emergency Duty Service (EDS), providing crisis social care and homeless intervention in partnership with safeguarding agencies 365 days a year. This will involve working evenings, weekends, and Bank Holidays on a rolling rota. Some examples of the shifts are Weekdays 17:00-00.00 (evening shift), weekend and Bank holiday shifts are: 08:30-17:00; 08:30-20:30; 12.00-00.00.

2. To provide an emergency service for assessment and action where vulnerable adults are referred as being indeed of care, at immediate risk or in need of housing. This will include responsibility for dealing with situations where the service user's needs are particularly complex, in accordance with the strength- based model of assessment and using a person-centred approach, you will devise and implement safety plans and support plans for people which take account of their views/ wishes in the implementation of those support plans to manage the risk until normal working hours. This will include appropriate escalation where required to the on-call managers.

3. Work autonomously, assessing and prioritising the social care requirements of all cases that present out of hours, ensuring interim/long term protection/risk management plans are in place in accordance with the principles and practice of Making Safeguarding Personal. Ensuring that people are actively involved in the safeguarding process and supporting the outcomes they wish to achieve, in consultation with family/carers and key professionals and with appropriate consultation and case oversight from the duty manager

4. Provide expert advice and quality interventions by telephone to referrals received out of hours from service users, their families, members of the public, social work staff, other internal and external agencies. A number of these situations will involve making complex and skilled judgements about involving other agencies in managing risk for all client groups during out of hours and maintaining best practice standards in all aspects of the work undertaken.

5. To visit clients to assess and deal with the situation where the circumstances require direct support or intervention (Adult Safeguarding or Appropriate Adult duties).

6. To assess eligibility and to act on cases of homelessness arising out of hours as per local authority duties stipulated in the Homelessness Reduction Act 2017

7. To be aware of the resources available within the specialist areas, including other sources within the voluntary sector so that the maximum benefit may be obtained for service users within budgetary resources of the Service. Approving necessary and appropriate short term budget expenditure in emergency situations.

8. To plan quickly, efficiently, and effectively, involving carers as partners in the decisions made in respect of clients, facilitating appropriate resources where necessary to enable adult and children service users to remain with their own families or within their own homes.

9. Responsible for maintaining a high level of recording and report writing, using management information systems in accordance with departmental policies and procedures, ensuring that records are completed to a consistently high standard and that all incidents are properly and accurately recorded and reported.

10. Responsible for ensuring that all EDS reports and written work presents information as required in the EDS and Pan Berkshire practice, performance, and legislative framework.

11. You will be required to have full access to all information management systems for all 6 Local Authorities of Berkshire and the relevant systems including the Berkshire Health Foundation Trust systems as per the EDS contract and service specification.

12. The post holder will comply with departmental supervision requirements and is required to maintain professional standards of practice and to work in accordance with the Departmental vision, values, procedures, and managerial guidance.

13. Participate in Reflective Practice monthly group sessions, with a focus on establishing and achieving a performance driven culture, improved outcomes for service users, effective partnership working and use of resources and ensuring that any Key Performance Indicators agreed are measurable in developing an accountable and transparent service delivery.

14. The post holder will undertake appropriate training and maintain knowledge of changes to departmental policies and procedures, legislation, and regulations and of developments in professional practice.

disability confident LEADER
ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
GOLD AWARD
Proudly supporting those who serve.
workplace wellbeing CHARTER

15. As an EDS Adult Safeguarding and Care Coordinator, you will contribute to the development of policies and procedures relating to the work of vulnerable adults and the homeless and participate on relevant multi agency working parties when required.

16. Although your main area of specialism will be adult social care, as an EDS practitioner you will be required to have a working knowledge of relevant legislation, national standards, guidance, research, departmental policy and procedures to deliver services that improve outcomes for vulnerable adults, children and young people and their families as set out in the following legislation:

    a. The Care Act 2014, Mental Capacity Act 2005, Pan Berkshire Adult Safeguarding Procedures and such other legislations that may be appropriate to work with vulnerable adults, including robust response to Intermediate Care enquiries and hospital discharge.

    b. Children Act 1989 (amended 2004 and 2017), and the Children and Families Act 2014, Pan Berkshire Children Safeguarding Procedures and such other legislations that may be appropriate to work with children and families.

    c. The Mental Health Act 1983(2007), and the amendments in the Police and Crime Act 2017, ensuring all requirements of the associated legislation including case law are considered and applied.

    d. Homelessness Reduction Act 2017.

    e. Provision of an out of hours Appropriate Adult service for Young People and Vulnerable Adults held in Police Custody under the PACE Act 1984

17. As an EDS practitioner you will work effectively across the service and being prepared to work flexibly and support colleagues in the EDS establishment when required, this will include:

- Contribute to audits of practice and learning through quality assurance.
- Contribute to the needs of the service and development of action plans.
- Contribute to effective team working and to service development and to work with management to identify improvements that could be introduced to enhance the efficiency and effectiveness of the team and organisation
- Any other duties and responsibilities as deemed necessary by management.

18. All staff are expected to act in the role of an Appropriate Adult as set out in the Police and Criminal Evidence Act.

19. To promote Equal Opportunities and anti-discriminatory practice in all areas of work within and outside the Council, in line with legislation and Council policy.

20. To comply with all Service Administration procedures and policies such as sickness reporting, rota requirements, and all performance management processes.

disability confident LEADER
EMPLOYER RECOGNITION SCHEME
GOLD AWARD
Proudly supporting those who serve.
ARMED FORCES COVENANT
workplace wellbeing CHARTER

Scope of role

No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on service user.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

disability confident LEADER

ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
GOLD AWARD
Proudly supporting those who serve.

workplace wellbeing CHARTER

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	CQSW or Diploma / Degree in Social Work/ or qualified Allied professional-diploma /degree in nursing. Registered with Social Work England as a Social Worker/Registered with NMC as a Nurse. Specialist relevant experience in crisis intervention and front- line services; with at least three years' experience.	
Competence summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. To have a good working knowledge of the Care Act 2014, Mental Capacity Act 2005 and related Codes of Practice, Government Legislation and Guidance related to adult safeguarding. 2 years post qualification with extensive experience of undertaking complex adult safeguarding assessments. To understand and demonstrate Social Care core values even if not a registered Social Worker. Comprehensive knowledge, understanding and application of all relevant social care and health legislation including Housing, Mental Health, and Children's legislation. Experience of managing complex cases including safeguarding concerns and implementing a range of interventions To operate within Departmental stated Principles, Policies and Guidelines including Equal	

disability confident LEADER
EMPLOYER RECOGNITION SCHEME GOLD AWARD Proudly supporting those who serve.
workplace wellbeing CHARTER

Opportunities, Health and Safety and Complaints Procedures.

Promote positive approaches to diversity and identify in your area of responsibility providing challenge as required to ensure anti-oppressive/anti discriminatory practice in the service.

Good communication skills both written and verbal.

Good assessment & negotiation skills.

Comprehensive understanding of the roles of different agencies and how they work together within a statutory child-care framework.

Ability to collect complex information where it has been drawn from multiple sources and may be conflicting or incomplete which will lead to an informed decision on referrals.

Ability to develop and use a structure approach to gather and record information about the child/young person and family's contact with services and interpret that in the context of possible safeguarding need.

Understanding of and commitment to the requirements of safeguarding vulnerable adults and children.

Understanding of and commitment to the principles of participatory practice with vulnerable adults and children.

Demonstrate awareness / understanding of equal opportunities and other peoples behavioural, physical, and social and welfare needs.

Commitment to equal opportunities and Anti-Discriminatory Practice.

Supports the "requirement to listen to children and young people, ensuring their views are heard and acted upon appropriately".

disability confident LEADER
EMPLOYER RECOGNITION SCHEME
GOLD AWARD
Proudly supporting those who serve.
workplace wellbeing CHARTER

	Ability to develop and use a structure approach to gather and record information about the child's, young persons and family's contact with services and interpret that in the context of possible safeguarding need. Understanding of and commitment to the requirements of safeguarding children and young people Understanding of and commitment to the principles of participatory practice with children and young people
Work-related Personal Requirements	The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment. Regular access to a car. Proactive Self-motivated Ability to work under pressure in high stress environment. Ability to work as part of a team or as a lone worker. Integrity Emotional intelligence A solution focused/problem solving approach.
Other work requirements	A satisfactory enhanced Disclosure and Barring Service check. The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time. This post is exempt from the Rehabilitation of Offenders Act 1974 **(Applicable only if Enhanced DBS is required. If not, please delete)**

disability confident LEADER
EMPLOYER RECOGNITION SCHEME
GOLD AWARD
Proudly supporting those who serve.
ARMED FORCES COVENANT
workplace wellbeing CHARTER

Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.