

Job Description

Management Grouping:	Adult Social Care & Health
Department/Section:	Safeguarding Adults Team
Job title:	Safeguarding Adults Coordinator
Reports to:	Head of Safeguarding Adults

Functional links with:

Principle links are within the London Borough of Bexley are Adult and Children's Social Care services, Commissioning departments and Quality Assurance teams, but will involve collaborative work with other key departments across the council as a whole.

External, links are with key statutory partners i.e. the Metropolitan Police, Bexley Integrated Care Systems (was known as CCG) as well as wider NHS provider services. Additional links according to need with other multi agency partnerships.

Main purpose of the job: SENIOR SOCIAL WORKER / SENIOR OT

- To provide specialist advice and support to Managers and staff within Adult Social Care in the management of adult safeguarding enquiries ensuring compliance with developing practice in accordance with the Care Act 2014, Statutory Guidance.
- To provide advice and support to external agencies and services in fulfilling their safeguarding adults duties.
- Coordinate complex or establishment concerns (Level 3) enquiries
- Support the Head of Safeguarding Adults, other Heads of services and other key senior people through robust quality and performance monitoring of adult safeguarding across Bexley

Major Duties and Responsibilities:

- To provide advice and guidance to ACS and appropriate Oxleas NHS Trust staff and other partner organisations on the proper operation of the Bexley Safeguarding Adults Board (SAB) procedures (London multi agency safeguarding procedures) ensuring that staff involved are clear about their roles and responsibilities
- Responsible for monitoring performance data and tracking safeguarding information in order to identify any issues that requires further action. For example where procedures and timescales are not being followed reminding staff and managers and escalating to the head of the relevant service if necessary.
- To monitor investigations, conferences and outcomes in order to promote good practice
- Assist in the production relevant information for the SAB ensuring that the content assists the SAB's strategic plan and objectives.
- Keep managers informed about key performance indicators and activity regarding adult safeguarding and assist in the preparation of statistical information, as required.

- To provide guidance on application of SAB procedures to Team Managers, Social Workers and Care Managers when coordinating adult safeguarding strategy meetings and enquiries
- Provide the Care Quality Commission with relevant information relating to adult safeguarding outcomes and ensure that potential safeguarding risks are coordinated effectively by the local authority, provider's regulators and other care and health professionals.
- Have involvement in SAB subgroups as directed ensuring that the groups attend to key business issues, arrive at decisions and recommendations within the timeframe with the agreed terms of reference for each group.
- To prepare and present reports as required by the Safeguarding Adults Board, and Sub-groups as required.
- Inform developments to the case audits for Safeguarding advising on policy change and the learning from individual/group case work.
- Undertake regular and thematic audits across all service user groups with a specific focus on adult safeguarding and practice to advise on adult protection and safeguarding risks ensuring the Head of Adult Safeguarding is informed as a matter of urgency if service users are being placed at unnecessary serious risk of abuse.
- Report on and implement strategic safeguarding developments required because of case audit and other Quality Assurance findings to ensure practice standards are met.
- Keep up to date on national and local trends in adult safeguarding work, government legislation and reports, advising on consequent changes required in policy and practice and ensure such knowledge is shared with practitioners
- Assist in identifying and addressing training needs of staff, undertake and providing training and briefing sessions across agency organisation in line with the strategic training plan, but also in response to highlighted needs by individual service areas.
- Assist with safeguarding practice forums.
- Chair safeguarding meetings
- Assist in maintaining regular liaison between the Social Services and Housing Department, Bexley Integrated networks, and voluntary, private and statutory organisations on adult safeguarding/protection issues.
- To attend management meetings and other meetings, both local and national, as required and to deputise as necessary for the Head of Adult Safeguarding.
- Any other relevant duties as may be required commensurate with grade.

Person Specification

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SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
(a) <u>Education and Formal Training</u>		
Professional Social Work qualification or other relevant professional qualification qualifications or equivalent work experience	E	A/I
Appropriate and up to date professional registration ie. Social Work England.	E	A/I
(b) <u>Relevant Technical Experience and Knowledge</u>		
Substantial experience of working as a senior practitioner with vulnerable adults in a health or social care setting.	E	A/I
Experience of coordinating/conducting Adult Safeguarding investigations	E	A/I
	D	A/I
Experience of keeping robust statistical information and records	E	A/I
Knowledge of health and social care systems and services	E	A/I
Skills in report writing and presenting statistical information	E	A/I
The ability to engage across a wide range of individuals and groups	E	A/I
Ability to prioritise workload and of managing multiple priorities to a successful conclusion	E	A/I
Ability to support and motivate others, network & form effective relationships	D	A/I
Ability to analyse complex performance data and translate into improvement actions	E	A/I
Ability to utilise Word, Excel, Internet, email and databases		
Extensive knowledge of Safeguarding legislation, national policy and best practice including statutory guidance of the Care Act 2014	E	A/I
	E	A/I
Excellent communication & interpersonal and negotiation skills	D	A/I
Accredited Best Interest Assessor under the Deprivation of Liberty Safeguards		

Able to demonstrate relevant capabilities against the Social Work PCF at the appropriate level (if applicable)	E	A/I
<u>English Language Requirements for Public Sector Workers:</u> <ul style="list-style-type: none"> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. 	E	A/I

KEY: **I** = Interview **A** = Application Form **AT** = Ability Test

High Performance Indicators

Post Title: Safeguarding Adults Coordinator	Job Family: Professional 2	Grade: BEXLEY 14
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Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Partnership	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>

Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p> <p>I empower staff to make decisions and changes to improve value for money, customer service and productivity</p>
Open and Accessible	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
Impact	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.