

## Safeguarding Lead

### Housing Directorate

Overview	
<b>Role Purpose</b>	<ul style="list-style-type: none"> <li>Act as the organisational lead for safeguarding, providing leadership and expert advice.</li> <li>Audit the framework in place for safeguarding, including checking the training and awareness programme.</li> <li>To champion best practice in safeguarding throughout the organisation</li> <li>Working collaboratively across the business to ensure directorates are effectively meeting their safeguarding responsibilities.</li> <li>Providing high quality advice in relation to complex and high risk safeguarding cases</li> <li>Coordinate, contribute to and support safeguarding boards, providing reports and analysis of trends</li> </ul>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Checking and reporting on safeguarding arrangements across NHG</li> <li>Lead the implementation of NHG's safeguarding delivery plan</li> </ul>
<b>Reports to</b>	Head of Service Development
<b>Line management</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Date</b>	June 2019

Role relationships	
Internal	Working across all directorates.
External	Statutory safeguarding partners, Safeguarding Adults Boards, Safeguarding Children's partnership, Safeguarding forums (e.g.London Housing, Care & Support Safeguarding Group)

Role accountabilities	
<ul style="list-style-type: none"> <li>Manage the framework for safeguarding, reporting to ensure effective safeguarding responses are in place in NHG.</li> <li>Building strong relationships and working collaboratively with colleagues across NHG to implement the safeguarding delivery plan and ensure there are effective safeguarding arrangements across the business.</li> <li>Monitor the implementation of safeguarding policies, operating procedures and risk frameworks, including escalations, liaison with external authorities and strategic risk management. Ensuring key policies are in line with current statutory national guidance and legislation and recognised best practice.</li> <li>Maintain an up to date risk map ensuring that mitigating actions are identified and implemented</li> </ul>	

## Role accountabilities

- Ensure that the safeguarding arrangements include information sharing and recording systems to ensure records are appropriately stored, are accurate and able to be analysed, reported and scrutinised.
- Ensure the effective flow of information in relation to safeguarding across NHG and provide written reports and communications, tailored to the audience.
- In conjunction with the Care and Support Service Development Team and Business Improvement Directorate, maintain a programme of assurance and provide regular reports to ensure organisational compliance on safeguarding in NHG
- Work with L&D to deliver and continuously update the safeguarding training programmes in place.
- Ensure that recommendations from regulatory changes are incorporated into the safeguarding delivery plan
- Provide high quality resources to support effective safeguarding.
- Ensuring strong communication and visibility with all stakeholders
- Maintain an up to date knowledge of safeguarding legislation (and associated areas including domestic abuse and mental capacity), regulation and best practice and ensuring the organisational arrangements are in keeping with this
- Ensure there are effective governance mechanisms in place for safeguarding and service these forums, ensuring that the Committee and any other meetings have the appropriate management information to enable effective oversight and scrutiny.
- To build – and support operational colleagues to build – strategic relationships with statutory safeguarding partners and forums.
- Ensure responsive and genuine engagement with internal and external stakeholders which will provide both challenge and support.
- Represent NHG at internal or external meetings including interagency working.

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>Commercial awareness / VFM in everything people do</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>Experience of monitoring safeguarding arrangements in an organisation, including person centred policies and procedures</li> <li>Expert knowledge of safeguarding legislation and regulatory framework</li> <li>Good working knowledge of associated areas including domestic abuse, mental capacity, hoarding and suicide/self harm</li> <li>Experience of engaging staff, stakeholders and customers in developing organisational policies and arrangements</li> <li>Experience and understanding of assessing safeguarding risk</li> <li>Experience of leading change</li> <li>Track record of providing effective safeguarding advice and guidance within a housing or care and support setting</li> <li>Detailed knowledge of the regulatory requirements in respect of safeguarding in CQC registered services</li> <li>Experience of senior stakeholder management</li> <li>Understanding of safe recruitment and embedding strong HR practices that support an organisations safeguarding ambitions</li> <li>Experience of delivering awareness campaigns and training</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills sufficient to communicate complex and sensitive information to varied audiences</li> <li>Ability to influence behaviours across teams operating over a multi site environment</li> </ul>

# Role profile

	<ul style="list-style-type: none"> <li>• Strong analytical, problem solving and critical reasoning skills.</li> <li>• Strong management information skills with ability to report on trends and address through teams accordingly</li> <li>• Proven team player with the ability to build relationships and work effectively across a large organisation</li> <li>• Excellent reporting skills with successful record of formulating strategy and producing clear workable implementation plans</li> <li>• Ability to work under pressure whilst maintaining confidentiality</li> <li>• Ability to build effective and supportive relationships with key stakeholders both internal and external.</li> <li>• Effective time management and prioritising skills sufficient to prioritise and schedule events, activities and resources to deliver plans and objectives, recognising the reactive element of the role</li> <li>• Ability to use professional judgement to interpret policy and strategy, facts and trends and make recommendations.</li> <li>• Ability to work with accuracy to deadlines and remain resilient in a challenging environment</li> <li>• Effective IT skills including intermediate MS Office skills</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

Role requirements	
DBS	<ul style="list-style-type: none"> <li>• Enhanced DBS Disclosure</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>• Information/Data User (all staff)</li> </ul>
Data protection role	<ul style="list-style-type: none"> <li>• Information Asset Owner</li> <li>• Information Asset Administrator</li> <li>• Information Champion</li> <li>• Data Owner</li> <li>• Data Steward</li> <li>• None</li> </ul>