



<b>JOB TITLE:</b>	Safeguarding Research Officer		
<b>GRADE:</b>	G5	<b>SERVICE AREA:</b>	Adult Social Care (ASC)
<b>JOB CODE:</b>	ASC150SAFEG5		
<b>REPORTS TO:</b>	Advanced Practitioner (G10)	<b>LOCATION:</b>	Hybrid – Depot/Home
<b>SPECIAL CONDITIONS:</b>	None		

### 1. Main purpose of the job role:

- To receive and process adult safeguarding concerns that come into the safeguarding team.
- To capture details and collate relevant information to complete or enhance new adult safeguarding referrals directed to the safeguarding team.
- To receive information pertaining to vulnerable adults and undertake information gathering and wider partnership checks to enable the priority to be determined.
- To engage with partner agencies and individuals to enhance the quality of information and referrals received by the safeguarding team.
- To promptly and accurately record and input information relating to safeguarding concerns in accordance with established protocols and guidelines

### 2. Role specific duties and accountabilities:

- To act as the initial point of contact within the safeguarding team for all incoming safeguarding referrals, whether via the telephone, by email or by referral form.
- To capture details and collate relevant information to complete new adult safeguarding referrals and queries directed to Walsall safeguarding hub. To provide appropriate guidance and signposting for those queries appropriate for other teams and organisations.
- To respond to queries and referrals made to Walsall Adult Social Care via phone, email, letter etc from a range of sources including citizens themselves, their family or representation and a wider range of other statutory and third party organisations
- To be confident in dealing with queries relating to a range of issues such as peoples physical or learning disability, mental health, social circumstances and safeguarding concerns
- To understand the role of other teams and organisations in the Borough to liaise effectively with them

- The ability to deal with referrals for people with complex and challenging needs in order to gather relevant information and ensure the person is supported appropriately. This may include people who are experiencing homelessness, complex health care needs, self harm/emotional distress, safeguarding etc
- To promptly and accurately record information related to safeguarding concerns in accordance with established protocols and guidelines.
- To collaborate with other team members, including social workers and relevant professionals to ensure appropriate responses to safeguarding concerns and other incoming queries regarding vulnerable adults.
- To respond to queries professionally and sensitively and ensure all contacts are prioritized and dealt with thoroughly in line with General Data Protection Regulations and internal procedures
- Ability to deal with people who may be distressed, angry, upset in an effective and professional manner, reporting any concerns about unacceptable behaviour in line with the councils staff well-being policies and procedures.
- - To be accountable for making relevant parties (internal and external) aware in an urgent manner when dealing with high risk situations such as safeguarding adults, risks identified due to someone's mental health or social circumstances which means an immediate response is required
- To competently use call software, Data system for care records and a range of ICT skills such as Microsoft Office 365 to respond to and record contacts that are dealt with by the Access Team.
- To be able to extract safeguarding reports and data from Mosaic in priority situations to support urgent meetings and queries relating to themes and safeguarding trends in the Borough to support the safeguarding managers
- Ensure a high standard of information is gathered, focusing on what matters to the person, and be able to accurately identify and record the person's strengths, needs, risks and be able to investigate matters further where needed by gathering information in order to decide next steps.
- Where necessary make referrals to other agencies, for a number of reasons, following the gathering of information, such as fire safety checks, befriending, replacement equipment, etc.
- To ensure that all relevant documentation is completed and forward to appropriate Council officers or external agencies, as required.
- To liaise with a range of other professionals, other statutory and third party organisations where necessary, such as Police, Fire Service, Ambulance Service to gather and share information and also as part of Lateral Checks under safeguarding.
- To maintain an awareness of all relevant service developments and participate in all aspects of training linked to role, proactively seeking opportunities for learning and self-development to improve effectiveness and efficiency of service delivery.
- To be alert to the needs and opportunities for change and progress in the service, and to initiate change in consultation with relevant Line manager and other service areas
- To gather information from Mosaic systems to support the completion of complaints and MP Enquiries relating to safeguarding across the directorate

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Safeguarding Research Officer	GRADE G5	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b>		
Excellent written and verbal communication skills	A/I	3
Excellent It skills, including database, telephony systems, Microsoft Office 365, Excel	A/I	3
Excellent investigatory and problem solving skills	A/I	3
Excellent and skilled telephone manner with the ability to undertake and prioritise queries, manage emergency and challenging situations	A/I	3
The ability to work independently on own initiative within a team, under pressure whilst remaining calm and focussed	A/I	3
The ability to work to deadlines	A/I	3
A commitment to work in line with the Councils and any relevant external policies and procedures	A/I	3
Ability to gather relevant information, evaluate this to determine what the next steps are and redirect referrals as required	A/I	3
The ability to deal with confidential issues sensitively and in line with General data protection regulations	A/I	3
The ability to gather information independently and make decisions on enquiries and referrals internally and externally on behalf of citizens of Walsall	A/I	3

The ability to record information concisely, clearly and accurately in line with any case recording procedures/guidance	A/I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
A knowledge of the services and organisations within the Borough who may be able to assist with queries you are handling	A/I	2
Have relevant knowledge or a commitment to learn about the key principles of the Care Act 2014	A/I	3
Good knowledge of relevant advice and guidance available to offer people in relation to their adult social care queries and be able to provide this in an accessible way, using interpreter services, advocates etc where necessary	A/I	3
A knowledge and understanding of Safeguarding Adults	A/I	3
Experience of working with advanced telephony and IT systems	A/I	3
Evidence of relevant training and development linked to the role	A/I	2
Experience of working with an adult social care and health setting	A/I	2
Some knowledge and / or a commitment to learn about key issues to the role	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
NVQ 3 or equivalent proven experience	A	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
An awareness of Health & Safety	A/I	2
<b>Prepared by:</b>	Donna Gyde Group Manager - ASC	<b>Date:</b> 02/07/24