Luton

JOB DESCRIPTION

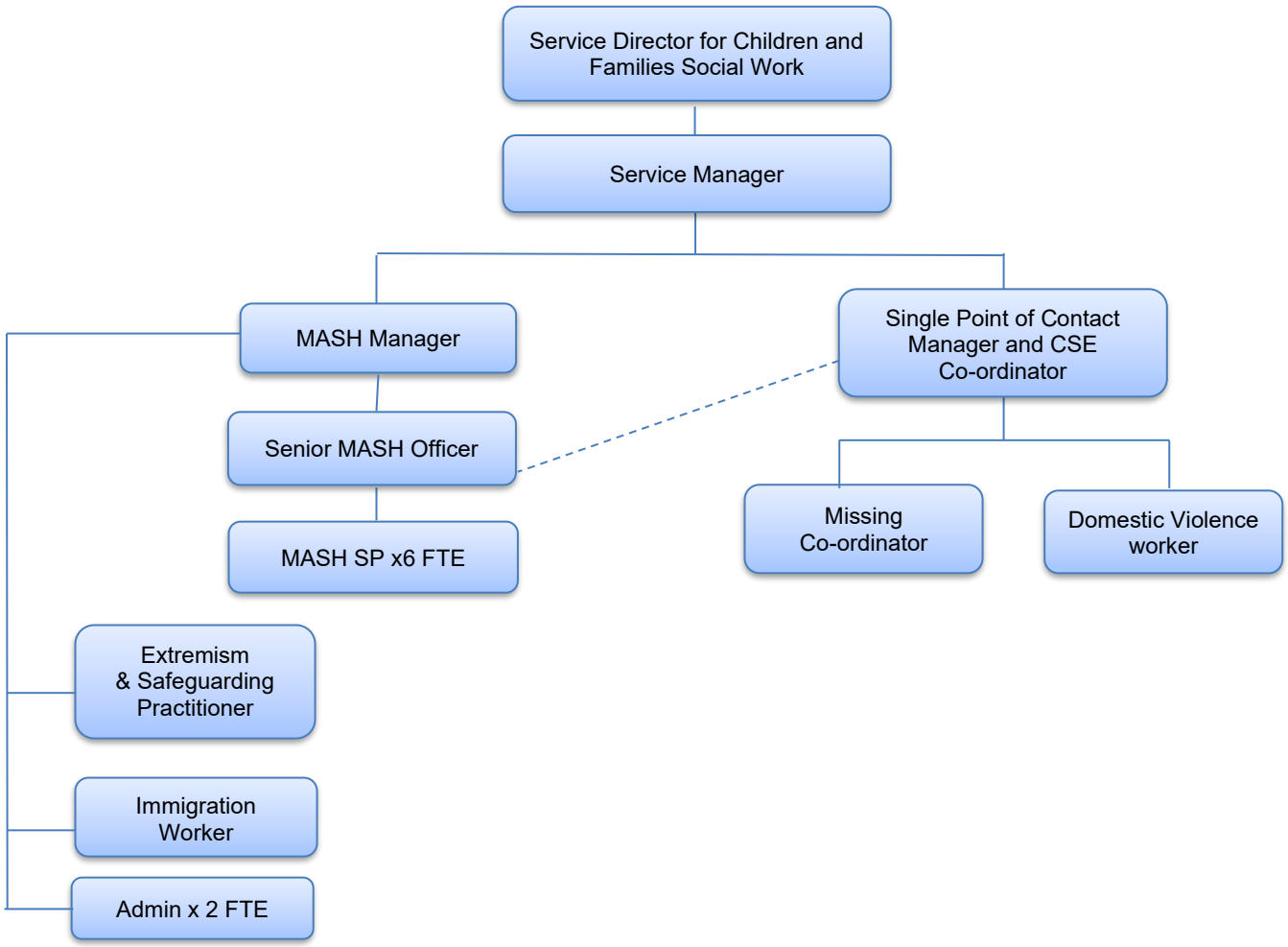
TITLE:	Multi Agency Safeguarding Hub (MASH) Senior Practitioner
POST NUMBER:	7094688EVW
DEPARTMENT:	MASH
DIVISION:	People Directorate
RESPONSIBLE TO:	Multi Agency Safeguarding Hub Manager
GRADE:	M2

PURPOSE OF POST:

To receive and handle all initial Children's Social Care contacts and queries entering the Multi Agency Safeguarding Hub (MASH) via telephone and written methods.

To prioritise the most vulnerable and at risk individuals and recommend appropriate advice and action, ensuring that all contacts are signposted or handed over to appropriate staff and services for timely and high quality action.

ORGANISATIONAL CHART:



JD Reviewed: 14.05.2019 NM – minor changes
JEP: April 2016

PRINCIPAL RESPONSIBILITIES:

1.	Work closely with the MASH Deputy Team Manager to deal effectively with all enquiries from a variety of sources (including members of the public, service users, internal departments and professionals from other agencies) to provide specialist advice and guidance on safeguarding matters and the appropriate signposting of incoming work to relevant professionals as required, acting as a filter to ensure inappropriate contacts and queries do not progress to the social work teams.	**25%**
2	Manage a complex caseload of initial contacts requiring a high level of skill relevant to the needs of the most vulnerable / at risk children and families, processing them efficiently and safely to the relevant service or more appropriate resource to meet needs.	**25%**
3	Use advanced professional knowledge, skills, experience and initiative to demonstrate a clear understanding of safeguarding in accordance with the Local Safeguarding Children's Board threshold document and an initial view of risk, obtain comprehensive information from referrers, pursuing lines of enquiry at the earliest point of contact and advising referrers appropriately as to the best course of action to enable children and young people to remain safe.	**15%**
4	Effectively and comprehensively gather record and analyse sensitive and confidential data on the relevant database, collating key information relating to children's safeguarding and protection, maintaining accurate and up to date records in accordance with the Data Protection Act, and to enable the production of statistical and management reports as required.	**10%**
5	Take ownership of enquiries and provide feedback to referrers on progress of referrals, and to confirm the outcome of referrals, including where no further action has been taken to partner agencies, other organisations and members of the public as appropriate and within practice standards timescales.	**10%**
6	Liaise closely with partner agency representatives within and outside of the Multi Agency Safeguarding Hub in response to contacts and queries to contribute to a seamless and transparent multi agency, customer focused response for children, young people and their families at the earliest point of contact.	**5%**
7	Undertake research, training and development activities as required for the department and the post holder's development, and as and when agreed by the Service Manager, undertake the role of practice educator for students undergoing professional training who are on placement in the department.	**5%**
8	When requested by the Deputy Team Manager, MASH Manager or Service Manager, represent the department in its working relationships with other agencies where issues of professional social work practice are under consideration.	**5%**

DIMENSIONS:

Supervisory Management: None

Financial Resources: This post has involvement in the decision making processes regarding the allocation of resources and recommendations made by this post holder will have an influence on decisions about expenditure.

Physical Resources: IT equipment and mobile phone

Physical Effort: Some exposure to emotional strain, dealing with angry and distressed service users for which supervision and support is given.

Working Environment: The post will be based within the Multi Agency Safeguarding Hub, which is an office environment with the potential for regular visits to other sites.

Agile Working

The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home. The concept of employees having a desk of their own at a fixed location has ended.

CONTEXT

This position is located within the Multi Agency Safeguarding Hub (MASH) and the post holder will be working with the most vulnerable service users in the Borough. The post holder will be expected to work in partnership with a wide range of professionals from other agencies including the police, health, education and voluntary organisation to ensure a seamless, quality service.

The role will also involve very challenging contacts and meetings in a variety of locations with parents/carers and vulnerable service users, and will have to deal with families in crisis.

The job will involve working strictly to policy and procedures of the Council, involvement in extremely high-risk decision-making and the exercise of a high level of judgment and personal responsibility for the safety of children. It also involves working to very demanding time scales. The post holder will be aware of and act within the legal framework for children and will ensure that case recording and monitoring are maintained at a high level.

Children and Learning have developed a strong team ethos and along with the manager provides consultation and mutual support to other colleagues across Children and Learning, along with regular supervision by the manager.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges,

convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification – Multi Agency Safeguarding Hub Senior Practitioner

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E):- without which candidate would be rejected
Desirable (D):- useful for choosing between two good candidates.
Critical (C):- essential criteria which must be met

Please make sure when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	Substantial post qualifying experience including in – depth experience in the field of child and family social work Demonstrable experience of coaching / mentoring including practice teaching In-depth service specific knowledge of children's safeguarding and management of risk.	1,2 1,2 1,2	Some experience in the field of children with disability work Demonstrable experience of the use of quality assurance processes to ensure that own work is of a high standard	1,2 1,2
Skills / Abilities	In - depth ability to demonstrate a high level of competence in the practice of child and family social work Demonstrable ability to swiftly and effectively manage contacts and referrals in line with practice standards and best practice. Demonstrable aptitude towards delivery of the highest possible standards of professional practice by all MASH members,	1,2,5 1,2 1,2	Ability to demonstrate a high level of competence in the area of social work practice which is directly related to the Team's role and function Experience of analyzing and interpreting data and performance information	1,2 1,2

	achieved through effective co working and provision of guidance, challenge, advice and assistance. Excellent organisational, skills. In-depth skills to make and act upon sound professional judgements based on levels of risk Demonstrable ability to organise and prioritise work, planning tasks and working well to competing deadlines and meeting agreed targets Ability to develop the professional needs of others and work closely with partners in the MASH as well as externally In-depth ability to communicate and build effective relationships with customers, staff, public and other professionals In-depth ability to negotiate with and influence a range of audiences including service users and other professionals Demonstrable ability to undertake research and initiate change / development as a result	1,2 1,2 1,2,5 1,2 1,2 1,2 1,2		
Equality Issues	Demonstrable understanding of equality issues relating to the tasks and commitment to the achievement of equality	1,2		
Specialist Knowledge	Knowledge of current legislation, national guidance and best practice relevant to the post Knowledge of social care needs of children and families	1,2 1,2	Knowledge of relevant research and literature	1,2
Education and Training	Relevant professional qualification, e.g.: Dip SW, CQSW,	1,4	Practice Educator Award	1,4

	Registered with the Social work regulator.	1,4		
Other	Understanding of the application of service specific threshold criteria Able to work in the evenings, including attending evening meetings as required	1,2 1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to:

(i) Equal Opportunities
(ii) Health and Safety
(iii) Data Protection Act (2018)

Supporting Statement

For your Supporting Statement please ensure you answer the following questions.

Tell us about your relevant experience, providing examples to demonstrate how you meet the experience criteria on the person specification.

Tell us about your skills & abilities, providing examples to demonstrate how you meet the skills and ability criteria on the person specification.

Tell us about your specialist knowledge, education and training relevant to this role as stated on the person specification.

Tell us about your demonstrable understanding of equality issues relating to the tasks and commitment to the achievement of equality.

Tell us how you are able to meet the other requirements as stated on the person specification.