

London Borough of Havering

Job Profile

Job Title: Assistant Director – Safeguarding Adults	Directorate: Adult Services
Service/Section: Safeguarding Adults	Post Number(s): New Post Job Evaluation Number: LGE101
Grade: G 13	Date last updated: New Post Date of last Evaluation: New Post

Main Purpose of the Job/Key Objectives:

- This is a key role providing professional leadership, practice guidance and strategic and operational direction on Adult Safeguarding and social care practice to all who are responsible for the delivery of Adult Social Care
- Provide leadership and strategic direction, including provision of high quality and consistent advice, guidance and support.
- Strategic oversight on the implementation of the safeguarding strategy for adults and ensure compliance with relevant standards and safeguarding legislation.
- Act on behalf of and deputise for the Director of Adult Services, covering director level meetings such as Senior Leadership Team
- Lead the management and oversight of the of the Multi Agency Safeguarding Hub (MASH) Team for Adults
- Lead the shaping of Safeguarding across Adults Service working closely with a range of stakeholders including community locality services, commissioned providers, Police, NHS services and the Safeguarding Adults Board
- This role is critical to delivering the Safeguarding Adults agenda in Havering and ensuring that all agency partners fulfil their duty to collaborate effectively and competently
- Inspire and support front line staff to deliver best practice and support them when cases are complex and challenging
- Work closely with the Joint Commissioning Unit and supporting commissioned providers where there are concerns about quality, practice or Adult Safeguarding. Provide professional leadership and advice regarding Adult Safeguarding and the Care Act to commissioned social care providers, directly and through working with JCU
- Work closely with the Safeguarding Adults Board and key partners such as the CCG, Police, Probation and NHS providers on all matters related to Safeguarding, quality and social care practice
- Be an active member of the Corporate Leadership Team, representing Adult Services and leading on various CLT/SLT initiatives and on specific transformation activity to develop and deliver on strategic objectives as required

- Have a key role in managing complex complaints around safeguarding and MP enquiries and advising on the management of risk in complex cases
- Engage with Members as appropriate and as required by the role, including providing Member briefings in various forums
- Hold the role of Designated Safeguarding Adults Manager for London Borough of Havering
- Strategic oversight and implementation of Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DOLS) and future Liberty Protection Safeguards (LPS)
- Ensure Adult Social Care is working within the requirements of legislative framework (Care Act 2014, Mental Capacity Act 2007, Deprivation of Liberty Protection Safeguards 2014, Health and Social Care Act 2008, Human Rights Act) and any other legislation or guidance as may be relevant, ensuring staff are equipped with the competencies required and supported to make changes where needed.

Job Context:

- This is a permanent post
- The post holder reports to the Director of Adult Services
- The post holder is a member of the Adults' Social Care Operational Management Team
- The post holder line manages the Team Manager and has overall responsibility for up to 20 team members in the area of safeguarding
- The post holder will provide professional supervisory support for up to 6 staff
- The post holder has Financial/Resources responsibility for managing the revenue budget for the service.

Professional Qualifications

- The post holder must hold a professional social work qualification and be registered with the Health and Care Professions Council (HCPC).

Experience:

- Experience of working at a senior level in Adult Social Care, evidenced by a clear understanding and practical experience of working to improve safeguarding and quality of practice
- Experience of effective working with cross sector partner agencies to deliver services and proven experience of quality improvement in practice.
- Experience of providing strategic direction at a senior level, ideally in a complex public sector organisation.
- Experience of managing quality standards and resource allocations to ensure outputs are of the required standard and to required timescales.

- Experience of driving continuous performance improvement
- Experience of providing clear business advice in a multifaceted working environment.
- Relevant experience of financial management within a large and complex public sector organisation.
- Experience of designing and implementing new ways of working, and leading culture change in a large organisation.
- Experience of working in local government or similar public sector environment.

Key Result Area	Expected End Result
Service Delivery	
<p>Manage and provide a strategic direction for Safeguarding across Havering. Lead the area of Safeguarding, ensuring that quality services are delivered</p> <p>Support and engage social care staff to promote and enhance practice to ensure practice informs management decision making and drives service improvements.</p>	<p>Effective triage of referrals and quality safeguarding investigations are carried out with an outcome focus.</p> <p>Compliance with statutory duties achieved in relation to service areas managed. The Service has clear direction, objectives are set in line with overall ASC strategy and quality assurance process in place.</p>
<p>As the operational lead of the Adult MASH service and Safeguarding establish effective internal and external working relationships various departments, partners and stakeholder notably Community Safety, Children's Services, Housing, as well as external partners such as health colleagues, Police, NELFT ensuring effective stakeholder engagement.</p>	<p>External relationships are built facilitating excellent partnership working to achieve effective and consistent professional standards and practice standards and practice that safeguard vulnerable adults.</p> <p>Seek opportunities to develop innovative and integrated practice that is transformational and also ensures the best possible use of resources, reduction of demand on more specialist services and improved outcomes for adults and their carers</p>
<p>Act as the Mental Capacity lead and develop expertise in mental capacity work for the local authority.</p>	<p>Safeguarding Adult Services is able to provide expert advice and support on MCA 2005 and carry out DoLS processed according to legislative requirements</p>
<p>Uses insight and experience in Safeguarding Adults audit work and quality monitoring to drive improvement</p>	<p>Good practice and learning points identified and shared from systematic audit and quality monitoring activity</p>
<p>Develop and maintain protocols, and systems that support best practice in preventing abuse, protecting adults at risk from abuse and dealing with abuse issues.</p>	<p>All protocols and policies up to date, fit for purpose and service user focused.</p>

Strategic Leadership and Management	
Effective partnership working with Joint Commissioning Unit (JCU) and Commissioned providers and Quality and Assurance Team and CQC and the CCG	<p>Ensure that providers are supported to deliver the best possible care to adults within their care and adults at risk are safeguarded.</p> <p>All Organisational Safeguarding Concerns are fully investigated and appropriate enforcement action is taken</p> <p>Ensure that Safeguarding Adults is evident in contracts and contract monitoring activity and that good communication is in place on SA issues.</p>
Raise service profile across the Borough and implement Pan-London and Havering Local Protocol, Policies and procedures to Safeguard Adults at risk from harm	Safeguarding Adult Services provides expert advice and support and ensures that Making Safeguarding Personal is embedded in practice and policy.
<p>Act as the supervisory body on behalf of the LA – have oversight of DoLS applications, authorisations, ensure compliance with legislation.</p> <p>Lead on the local and tri borough plan and implementation of LPS</p>	<p>Deprivation of Liberty Safeguards evidenced to be in the service users' best interests.</p> <p>Adult social care staff are fully compliant with Mental Capacity regulations and embedded this responsibility into practice</p>
Provide support to both strategic and operational perspectives and advise as required	Safeguarding Adults Board, Head of service, Service Managers and Team Managers have confidence in the type and level of support from the Service
Strong commitment to prevention and awareness training, supports initiatives in a multi-agency environment as well as promoting the understanding of Safeguarding Adults in the wider community	High level of awareness of safeguarding adults and action taken to prevent abuse where possible.
Drive a culture of continuous improvement and influence wider transformation across ASC, working closely with other Assistant Directors and stakeholders	Policy and process is continually reviewed on an ongoing basis, driving out efficiency, effectiveness, and economy. Reviews of service areas are robustly carried out so that services are sustainable
Provide Members with relevant briefings and information, as necessary. This includes writing committee reports and updates	Members are informed and briefed accordingly, ASC are professionally represented in a range of forums including committee meetings
Lead on the production of internal management reviews for serious case reviews/SARs, DHR, learning lessons reports	Learning is shared across the service and with partners. A culture of continual improvement is fostered. Learning from these reviews is implemented

Lead representative for Havering at high risk panels – Domestic Violence MARAC, MAPPA, Community MARAC, PREVENT	Adult social care is an active partner at key forums to ensure cross learning and information sharing to best support adults at risk
Act as the Person in a position of Trust (PIPOT) on behalf of the Safeguarding Adults Board	In accordance with the Care Act 2014, robust oversight of individual complex cases and coordination and respond where allegations are made or concerns raised against anyone who works, whether employee, volunteer or student, paid or unpaid with adults with care and support needs. Safeguarding Adults Board is confident in PIPOT framework and outcomes
Lead and direct the development /training that will safeguard adults from abuse and harm and improve practice and compliance.	Effective and up to date learning and development is available across the organisation that relates to relevant topics to ensure the Council workforce and providers workforce have access to suitable training and are appropriately skilled to carry out the complexity of work
To liaise with teams – operational and specialist – in relation to the implementation and interpretation policies and procedures	Assurance that policies and procedures are applied uniformly across the service
Transformation and Leadership	
Attend various corporate transformation boards and lead on aspects from an Adults perspective Chair various groups and forums as required.	Projects and programmes effectively delivered. Governance and engagement forums in place and effective.
Cover SLT and other senior meeting on behalf of the Director	Representation at senior level forums assured.
Staff Management and Organisational Development	
Lead the area of Safeguarding in line with HR policy, effectively managing performance and developing strategic organisational development through effective staff management Deliver a supportive culture that nurtures talent and celebrates diversity.	Staff fulfil their potential achieving overarching strategic objectives in a positive and productive environment, in line with Council values and the competency framework. Performance is effectively managed and a positive learning culture fostered.

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace.

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	D	<ul style="list-style-type: none"> • Uses communication and influencing skills to progress complex situations and achieve significant impact • Is able to effectively present to and influence large groups of people • Translates strategy into effective operational messages, easily understood at all levels • Demonstrates an in-depth understanding of organisational politics and uses this effectively • Creates and implements appropriate communication strategies to support complex projects • Ensures communication effectiveness throughout the business is continuously reviewed • Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity, and communicates this to their staff • Knows what to communicate and where to report if they are concerned about an adult or child being at risk of abuse
Delivering excellent customer service	D	<ul style="list-style-type: none"> • Takes a leading role in organisational development and the continuous improvement of services for the benefit of customers • Identifies good practice and solutions, and integrates them into service provision • Translates customer and stakeholder feedback into strategic improvements • Forms strategic groups and partnerships to develop and improve services • Actively seeks out and recognises opportunities for developing new customer bases • Is aware and challenges, if necessary, organisational cultures that may lead to poor practice in safeguarding adults and children • Shows clear understanding of their role in identifying and reporting concerns regarding adult or child abuse
Achieving Results and Success	D	<ul style="list-style-type: none"> • Able to identify need and put a strategy/business case forward in response to changing needs of the organisation • Understands and considers the impact of external influences

		<ul style="list-style-type: none"> • Ensures work processes and projects are well targeted, resourced and managed to deliver strategic aims • Identifies and manages risk, taking appropriate steps in order to identify new and better ways of improving strategic performance • Works with managers, staff, partners and stakeholders to develop new initiatives that contribute to the development and performance of the organisation
Respecting Others	D	<ul style="list-style-type: none"> • Develops strategy that takes forward the Equality and Diversity agenda • Proactively incorporates ideas and concepts from diverse perspectives creatively in strategic planning and decisions and promotes understanding across the organisation • Considers the impact of new Government Policy, legislation, EU directives and guidance and integrates into strategy and plans • Works proactively with partner organisations to improve services for all • Respects confidentiality wherever appropriate • Upholds a high standard of fairness and ethics in words and actions
Empowering Leadership	Level 3	<ul style="list-style-type: none"> • Inspires, encourages and supports others • Understands broad political, economic and legislative trends, predicting what effect they will have on the organisation • Looks ahead where the organisation needs to be in the long term, linked to the vision • Compares performance with other organisations to set organisational goals • Is aware of their own leadership style and adapts to bring best out in others.
Driving Performance	Level 3	<ul style="list-style-type: none"> • Looks at data with a strategic eye and translates data and feedback into performance-oriented actions • Encourages actions and action-focused approaches • Translates strategic visions into realistic plans to drive performance • Works proactively with other departments to create an environment that fosters performance • Creates a performance management culture focused on achieving key objectives • Lead, develop and empower staff to provide a seamless service delivery
Operational Management	Level 3	<ul style="list-style-type: none"> • Identifies opportunities in local, regional and national activity, and secures external funding • Looks ahead and actively seeks to plan according to strategic changes • Uses information to anticipate service planning and operational management

		<ul style="list-style-type: none"> • Links budget to outcomes as well as corporate goals – e.g.: MTFS (Medium Term Financial Strategy) • Drives continuous improvement • Uses the information systems in place to measure performance against service and organisational targets
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Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.