

JOB TITLE: Safeguarding & Incident Monitoring Officer
GRADE: M1
REPORTS TO: Commissioning Manager
TEAM: Contracts & Commissioning Team
DEPARTMENT: Public Health

Purpose of the Job

To co-ordinate and monitor the delivery of safeguarding activity within Public Health.

To monitor serious incidents reported to the department, and to co-ordinate any necessary investigations, reporting and records.

To support the development of safeguarding and serious incidents arrangements for quality assurance within the department.

Main Areas of Responsibility

Safeguarding plans and progress

- Maintain and update Public Health safeguarding action plans, undertaking and following up on actions where necessary and reporting to the Public Health Safeguarding Working Group
- Development of reports on safeguarding to internal meetings and to support development of reports to relevant safeguarding board groups
- Horizon scanning regarding relevant safeguarding developments
- Support self-assessments against HSAB/HSCP criteria
- Liaise regularly with and is accountable to Public Health Children and Adult safeguarding leads
- Working within national and local guidelines around safeguarding children and young people/adults, following Public Health safeguarding protocols and where required working with partner agencies to ensure safeguarding standards are met.

Serious incident monitoring

- Monitor serious incidents reported to Public Health
- Follow up incident reports with provider services
- Co-ordinate investigations into incidents as necessary

- Report on incidents to relevant Public Health meetings
- Work with contract managers to monitor actions learned through investigations
- Recommend incidents for closure

Internal development

- Audit any workforce safeguarding requirements of PH workforce, e.g. inclusion of safeguarding competencies in recruitment, training audits
- Co-ordinate delivery of training to Public Health staff
- Support awareness raising through communications
- Review and recommend revisions to policies and procedures

Quality assurance

- Supporting quality assurance arrangements including liaising with contracted services regarding safeguarding audits and serious incidents
- Monitoring of safeguarding incidents and serious incidents reported by PH services, and undertake analysis of themes and trends to support reports to relevant groups and boards.
- Liaison with PH contract managers and contracted services regarding their arrangements for safeguarding and incident reporting

Partnership development

- Liaison with safeguarding teams across the Council to promote safeguarding developments and training opportunities
- Support development of safeguarding elements of projects and services
- Liaison with relevant teams throughout the Council and with partner agencies to progress and develop projects and assurance work
- Represent /Deputise for Public Health safeguarding leads at relevant HSAB/HSCP sub-groups and working groups

Other duties

- Administration tasks such as updating spreadsheets, contact lists, e-mail communications and attending meetings
- Attend Public Health team and departmental meetings
- Attend ongoing safeguarding training and other CPD as required
- The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

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Person Specification

- Knowledge of safeguarding
- Knowledge of safeguarding arrangements for both children and adults in Hertfordshire
- Experience in safeguarding work
- Experience of reviewing organisational arrangements and processes
- Experience and skills in incident monitoring or quality assurance
- Analytical skills to interpret complex information from a range of sources to inform service improvement
- Experience of building and maintaining effective working relationships with stakeholders and partners, responding to their queries in a timely fashion
- Ability to represent the interests of Public Health with stakeholders when necessary
- Experience and skills in preparing and monitoring projects, ensuring key dates and milestones are achieved.
- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Competence in the use of IT, including Microsoft Office products to intermediate level
- Ability to prioritise and organise workload
- High level of literacy and numeracy skills
- Knowledge and commitment to diversity
- Ability to assimilate and interpret varied and complex written information such as legislation, government policy and practice guidance, research reports etc.
- Ability to write clear and unambiguous reports for a variety of settings and audiences
- Flexible approach to working
- Ability to travel around and outside the county to attend meetings and events
- Ability to make connections across a range of issues
- A proactive approach to solving problems creatively.

Desirable

- Safeguarding level 2-3 trained

Skills and Experience

- You will need to demonstrate a commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. You will need a thorough knowledge of safeguarding arrangements for both adults and children in Hertfordshire and have experience in safeguarding work.
- You will be capable and comfortable to be the first point of contact regarding serious incidents reported by commissioned services and be comfortable liaising with a range of organisations from different sectors. As you will be dealing with a wide variety of people at all levels, a professional and approachable manner is vital as are strong communication skills, both written and verbal, and the ability to maintain confidentiality.

- You will have some experience and skills in incident monitoring or quality assurance, and of reviewing organisational arrangements and processes. You will have analytical skills to interpret complex information from a range of sources to inform service improvement. Importantly, you'll be able to make connections across a range of issues and take a proactive approach to solving problems creatively.
- The role will be challenging and varied, so you'll need to demonstrate a flexible and adaptable approach, and be able to resolve issues and problems, to ensure that tasks are completed to a high standard and that deadlines are met. You will also need a can-do attitude and the ability to work as part of a close-knit team.
- You will be highly motivated, able to use your initiative when appropriate, and have a proven track record of working effectively in busy roles. You will have the flexibility to work on a variety of different tasks at any one time, prioritising your work and managing tight deadlines. Patience, precision and accuracy will be important requirements.
- You will be a proficient user of Microsoft Office including Word, Excel and Outlook and be able to learn to use new IT systems and equipment quickly and easily.

This position is available as a 12-month Fixed Term Contract within the Public Health Department, or available as a secondment. If you are considering a secondment, it is vital that your current line manager or a senior officer within your organisation confirms in writing that this secondment is acceptable should you be invited interview.

In addition to your CV, please provide a supporting statement with your application which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)