

## Role Profile

<b>Job Title</b>	Safeguarding Manager		
<b>Reporting into</b>	Director of Neighbourhoods		
<b>Directorate</b>	Neighbourhoods	<b>Working Style</b>	Hybrid/Office
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 3 - Manager/Specialist		

### Summary of Role:

As the Safeguarding Manager, you will lead on promotion, development, coordination and approach for LiveWest's safeguarding policy and practice. You will manage resources in line with organisational, statutory and regulatory requirements and will analyse and use information to arrive at informed business decisions. Promoting one team, one vision to deliver against business purpose to reduce risk and harm.

### Key Areas of Responsibility:

- Be LiveWest's Safeguarding Manager, ensuring all cases are responded to with recorded actions and protective outcomes and escalated externally where necessary.
- Review and develop relevant company-wide policy and procedures in line with best practice and regulatory requirements.
- Advise and coach colleagues in application of policy and procedure for Safeguarding and Domestic Abuse.
- Advise the Safeguarding Leads group.
- Oversee representation on Safeguarding Boards across our regions(Adults and Children).
- Be representative Manager for Safeguarding Adults Reviews, Children's Safeguarding Practice Reviews and Domestic Abuse Related Death Reviews.
- Provide high profile reporting findings to Director of Neighbourhoods and Health & Safety Group where required.
- Process and review all Safeguarding concerns in timely manner.
- Ensure you understand the business purpose and how you contribute to achieving it.
- Model, lead and motivate others to deliver on our safeguarding responsibilities.
- Develop and maintain internal and external partnerships.
- Lead on Domestic Abuse, with representation and liaison with case owners at MARAC across our geography.
- Conduct an annual review of safeguarding across the organisation, implementing any changes required.
- Prepare regular reports for operational teams, executive team and board.
- Attend regular meetings with the Executive Team to brief on safeguarding activity
- Deliver 'Champion' function.
- Support with Critical Incident Debrief provision.
- Work with the Learning and Talent team, supporting them to provide specialist advice and training for colleagues.
- Flexible approach to meet the needs of the business.

### **Skills, Knowledge and Experience:**

Skills, knowledge and experience required for a Level 3 - Manager/Specialist role, along with the below role specific requirements:











- Understanding of the legislative frameworks and possess in-depth knowledge relating to Safeguarding, Mental Capacity, Domestic Abuse and reporting processes.
- Ability to process sensitive and potentially distressing information, supporting colleagues in dealing with difficult situations.
- Relevant experience of managing complex safeguarding cases
- Demonstrate problem solving skills.
- Ability for data management and tracking case owners' actions to influence positive outcomes to reduce risk and harm.
- Ability to coordinate safeguarding concerns, educating colleagues on the types and signs of abuse, supporting them in reporting potential abuse cases and liaising with relevant partners.
- Working knowledge of GDPR, consent and confidential recording
- Ability to challenge statutory agencies in cases of Professional Differences.
- Demonstrate strong communication and listening skills.
- Demonstrable track record of success in providing advice and support to colleagues working with specialist groups such as older people, young people and/or adults at risk
- Understanding of the needs of vulnerable people, particularly within a housing environment.
- Knowledge and understanding of social housing management practice and provision within a Housing Association, Local Authority or voluntary organisation (D)
- Ability to be able to translate ideas into innovative and effective solutions.
- Ability to maintain good relations between LiveWest and other organisations.
- Demonstrable understanding and commitment to the delivery of excellent customer service.
- Confidence using Microsoft Office and case management databases.
- Happy to work as part of a team but also manage own time and conflicting priorities.
- Confidence in working with a wide range of people and in a varied setting.
- Willingness to maintain CPD
- Full valid, UK driving licence and use of an appropriate vehicle to travel to multiple sites if required.

### **Professional/Vocational/Academic Qualifications:**

- Relevant degree or qualified by experience.
- Chartered Institute of Housing (CIH) level 4 qualification in Housing or equivalent (or willingness to work towards)
- Safeguarding certification – renewed within the last 3 years.
- Proficient level of literacy and numeracy.

### **Safeguarding and Lone Working:**

- Enhanced DBS Check – Adult and Child

Values and Behaviours to be demonstrated in this role:		
We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.