

Title	Department	Post Ref.
MASH Officer	Multi-Agency Safeguarding Hub (MASH)	
Job Purpose <ul style="list-style-type: none"> To receive and handle all initial Adult Safeguarding and Children's Social Care contacts and queries entering the Multi-Agency Safeguarding Hub (MASH) via telephone and written communication. To prioritise the most vulnerable and at risk and recommend appropriate advice and action, escalating to social workers for advice as necessary, to ensure that all contacts are signposted to or handed over to appropriate staff and services for appropriate action. 		
Key Responsibilities <ol style="list-style-type: none"> To deal effectively with enquiries across all channels from members of the public, customers, services users, internal departments and professionals from other agencies (e.g. schools, health, police). To provide advice, guidance and prompt, high quality responses to all enquiries. To demonstrate a clear understanding of the meaning of safeguarding as defined in relevant policy guidance To gather and record highly sensitive and confidential data on the designated databases, collating key information relating to Adult Safeguarding and Children's Social Care. To use knowledge, skills and initiative to obtain comprehensive detail from referrers and pursue lines of inquiry to gather the most relevant information at the first point of contact. To take ownership of enquiries and provide feedback on progress and outcomes to partner agencies, professional organisations and the public as appropriate. To act as a filter to ensure inappropriate contacts and queries do not get progressed to Social Workers, providing help and guidance or signposting to more appropriate services or organisations. To progress appropriate contacts quickly and efficiently enabling a professional decision to be made by the relevant workers within set timescales. 	Key Accountabilities <ol style="list-style-type: none"> To help ensure individuals and agencies that contact the MASH are satisfied with the customer service provided. To ensure information is comprehensively and accurately captured and recorded on the designated databases To ensure appropriate contacts are swiftly and accurately progressed to relevant Social Workers and named partner representatives within set timescales. To ensure the provision of advice, guidance and feedback is appropriate, accurate and timely. To ensure activity is customer focused and compliant with the Council "Customer Service Codes of Practice". To ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known whilst performing the role. To ensure compliance with the Data Protection Act. To ensure accuracy of all work undertaken to meet required standards. 	

<p>9. To seek advice and guidance from Social Workers and partner representatives in response to contacts and queries as and when required.</p> <p>10. To provide basic advice and guidance to answer queries made by professional referrers regarding appropriate contacts to Children's Social Care and Adult Safeguarding.</p> <p>11. To provide verbal feedback and advice to referrers regarding the action taken on their referral, and to confirm this in writing, including informing them when no further action is to be taken.</p> <p>12. To ensure that contacts which are not accepted by Children's Social Care or Adult Safeguarding are sent to appropriate support services, as directed by relevant Social Workers.</p> <p>13. To actively seek to develop skills by attending appropriate training, workshops and meetings and to ensure that an appropriate level of skill/expertise is achieved and maintained.</p> <p>14. To deliver a customer focused service in accordance with the standards set out in the Council "Customer Service Codes of Practice" and individual Service Level Agreements.</p> <p>15. To maintain accurate, up-to-date records in accordance with the Data Protection Act, ensuring data is stored accurately to enable the production of statistical and management reports as required.</p>	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
<ol style="list-style-type: none"> 1. NVQ level 3 or above. 2. Evidence of continuous professional development 3. Knowledge and understanding of the main issues affecting the service area. 4. Service specific knowledge in Children's Social Care, Adult Safeguarding and/or Customer Services 5. Knowledge and understanding of local government / local authority service provision. 	<ol style="list-style-type: none"> 1. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff. 2. Strong verbal and written communication skills. 3. Well developed listening skills and the ability to assimilate and understand information and make necessary judgments and recommendations. 4. Speedy and accurate keyboard skills. 5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.

Tier 7 - Frontline Roles

<p><i>Experience</i></p> <ol style="list-style-type: none"> 1. Minimum of 2 years experience within Children's Social Care, an Adult Safeguarding environment or Customer Service team 2. Experienced in collating information and questioning techniques. 3. Proven ability to communicate at all levels and to manage enquiries from a wide range of individuals. 4. Experience of effective and efficient delivery in a relevant service area. 5. Understanding of data protection and confidentiality principles. 6. Proven ability in capturing, storing and accurately retrieving information to meet customer needs. 	<ol style="list-style-type: none"> 6. Ability to establish, maintain and develop effective working relationships with customers, delivery partners and colleagues but also able to work on their own initiative. 7. Shares the Council's commitment to providing a safe environment for customers and staff, treating everyone with respect and consideration. 8. Ability to empathise with and demonstrate a commitment to supporting Council service users and citizens.
<p><i>Role Dimensions</i></p> <ol style="list-style-type: none"> 1. MASH Officers will focus on handling Children's Social Care queries and contacts or Adult Safeguarding queries and contacts but could be asked to cover across both services areas, with appropriate support and training. 2. MASH Officers specialising in Children's Social Care also receive specific Children's Disability Service (CDS) queries and contacts. 	

Date 27.7.12