

JOB DESCRIPTION

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| Job title | Safeguarding Lead |
| Department | Substance Misuse |
| Reports to | Deputy Operations Manager |
| Grade | 4 |

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| Job purpose | To assist in delivering TP's Substance Misuse strategy within an integrated service which reflects our person centred values and the high levels of ambition we have both for the recovery of the individuals for whom we provide support and the development of our own staff. This is done by assisting the Deputy Operations Manager in leading, developing and co-ordinating the Children and Adult Safeguarding practices to ensure the delivery of high quality, innovative and cost effective care. |
| Key accountabilities | <ul style="list-style-type: none"> • Inducting new staff using the Safeguarding Lead Checklist • Chairing Safeguarding Meetings • Management & review of the service safeguarding log using a Multidisciplinary Team approach • Oversight and management of the service Safeguarding Audit and Safeguarding specific action-plan • Strategic oversight of Safeguarding Pathways including agreeing information sharing protocols and developing process diagrams • Liaising with WSCB, SLSCB and Adult Safeguarding Boards and attend strategic meetings such as MACE as well as responding to any enquiries from partners for information. • Delivering Safeguarding coaching and training for all staff • Working closely with Risk & Assurance, the service Specialist Social Worker & CQC Registered Manager, HR and Learning and Development departments to ensure safeguarding issues are managed appropriately within services and staff members are competent and confident to follow policies and procedures in relation to safeguarding. • Facilitating occasional best practice developments forums, ensuring that learning is shared. • Ensure that safeguarding processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations. |

Help to ensure the delivery of excellent person-centred interventions with individuals for whom we provide support within the service by:

- ✚ Effective implementation and regular monitoring of operational performance management disciplines, KPIs and SLAs.
- ✚ Ensuring the team delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion, escalating to the Senior Operations Manager where appropriate.

- ✚ Ensuring TP’s quality management processes are used effectively by the team and that an infrastructure of independent, objective and reliable checks and controls is in place and is used to inform changes to practice.
- ✚ Ensuring the team provides care that:
 - Reflects best practice regarding engagement, assessment and risk assessment/management
 - Reflects the rights, preferences and choices of individuals in an environment that is safe, healthy, maintains their dignity and wellbeing and is free from abuse or neglect, observing agreed safeguarding practices.
 - Reflects the review and, where required, updating of comprehensive assessment and risk assessments.

Help SM to achieve its long term goals by being aware of the SM Strategy, working with the Senior Operations Manager to help align the hub and service plan to it.

Help to achieve the service’s financial targets, by being aware of and contributing to effective financial forecasting, budget development, control and cost effective operations within the hub, operating at all times in line with Turning Point’s financial procedures, reporting progress and escalating concerns to your Senior Operations Manager.

Contribute to SM’s growth and business development plans by assisting in the management of and, where necessary, transformation of the hub and wider service in conjunction with your Senior Operations Manager, the Growth team and other stakeholders so that the contract is renewed in accordance with SM’s strategy and business plans.

Contribute to Turning Point’s information management strategy by:

- ✚ Working with your Senior Operations Manager to ensure SM-related materials, intelligence and best practice are captured, communicated and shared within the hub for the benefit of learning within the business unit.
- ✚ Ensuring all data and information relating to the hub’s clients is accurate and shared in the appropriate way with key stakeholders.
- ✚ Ensuring the inputting outcomes data and other information into corporate systems in the hub in accordance with stated policies and procedures.

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| | <p>Assist your Senior Operations Manager in ensuring that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the team and wider service achieves its compliance obligations.</p> | |
| | <p>Assist your Senior Operations Manager in ensuring the effective flow of information within the service and with external parties, representing corporate messages constructively and observing TP's internal communication policies and procedures.</p> <p>Ensure the well-being of service users, employees and TP's business interests by contributing to maintenance of and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Deputy Operations Manager as appropriate.</p> <p>Help to ensure the team delivers high levels of performance through its people in a way that realises their potential, by:</p> <ul style="list-style-type: none"> ✚ Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of your direct reports. | |
| | <ul style="list-style-type: none"> ✚ Ensuring appropriate other staff within the hub provide effective people leadership, management and development in accordance with TP's People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point in accordance with Skill Profiles. ✚ Assisting the management and development of clinical staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments. <p>Ensure the team and wider service optimises its performance and long term sustainability by contributing to plans for the management of IT solutions and other physical resources, and helping to ensure that properties are legally compliant and fit for purpose both for employees and clients.</p> <p>Project the desired image of Turning Point by:</p> <ul style="list-style-type: none"> ✚ Understanding and promoting TP's values and their application to Substance Misuse. ✚ Being a role model of the values through own example while supporting your Senior Operations Manager in ensuring they are demonstrated by all staff in the service. <p>Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.</p> | |
| Dimensions | Direct reports | Flexible Specialist Social Worker (day to day line management and three-way meetings with Local Authority Manager) |
| | Total staff overseen | 0-7 |

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| Internal contacts | <p>Central support specialists – collaborative working, support & guidance.</p> <p>Senior Operations Manager, Locality Managers, Senior Recovery Workers – for mutual support, information exchange and sharing of good practice.</p> <p>Locality Manager – daily/weekly for issues relating to service delivery, guidance and support.</p> <p>Staff at all levels in the service.</p> <p>Growth team on re-tenders and new bids.</p> |
| External contacts | <p>Regulatory bodies – service monitoring and review.</p> <p>Partners & agencies – service delivery and health and social support to service users.</p> <p>Commissioners – as requested by the Deputy Operations Manager in contract reviews, information exchange new business/service add on opportunities.</p> <p>Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users.</p> |
| Planning horizon | <p>Be aware of TP's 5 year Business Strategy and Business Unit 3-year strategy/1 year business plan.</p> <p>Contributes to annual service plans and overseeing the daily/weekly planning of work relating to the hub's caseload.</p> |
| Problems solved | <p>Policy implementation and monitoring in accordance with guidelines clarified in discussion with Senior Operations Manager</p> <p>Ensuring a culture is developed within the hub in which non-clinical, clinical and medical staff work collaboratively for the benefit of service users.</p> <p>Helping to maintain service finances at a time of increasing financial pressures and eroding margins.</p> <p>Ensuring decisions made personally and by those by hub staff balance operational/technical and business considerations.</p> |

PERSON SPECIFICATION

| | Essential | Desirable |
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| Personal effectiveness | <p>Commitment to customer service (demonstrating, and promoting within the team, empathy with clients and the need to work collaboratively with them to understand and help to meet their needs). Effective communication (establishing rapport with others, listening effectively, handling challenging situations with clients, communicating confidently with direct reports, colleagues, managers and medical professionals). Delivering positive outcomes (planning own time to deliver defined outcomes, modelling personal accountability, planning and monitoring own and others' caseload plans to ensure interventions are on track and remain valid)</p> <p>Building relationships (embodying person-centred approach to empowering clients and direct reports, engaging others in identifying and committing to solutions and outcomes, building trust with service users). Collaborating with others (working flexibly, supporting and challenging colleagues to create plans that meet client and business needs)</p> | <p>Showing personal leadership (demonstrating confidence and decision making, using professional judgment to make decisions personally and for the benefit of direct reports within agreed policy guidelines and without the need for supervision). Innovation (capacity and willingness to suggest new ways of doing things for the benefit of clients and the business). Tenacity (ability to operate an environment characterised by challenging interpersonal situations, ability to respond purposefully to setbacks).</p> |

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| Technical effectiveness | Substance misuse appreciation (drug and alcohol awareness). Substance misuse harm reduction, assessment and care/recovery planning skills. Client risk management and safeguarding knowledge and skills. Advanced substance misuse recovery skills such as PSIs, motivational interviewing etc | Knowledge of local care pathways pertinent to the provision of substance misuse services. Coaching and staff development/ supervision skills. Caseload planning skills. Knowledge & experience in the following areas in accordance with the service model: o EITHER Engagement and Early Intervention |
| | | o OR Recovery o OR Criminal Justice o OR Young People |
| Acquired experience & qualifications | Experience of planning and providing harm reduction and recovery solutions in a substance misuse environment. Experience in guiding and taking referrals from more junior members of staff. | Experience of delivering more advanced recovery solutions such as PSIs, motivational interviewing etc. Experience of providing coaching and/or supervision to others. Experience in contributing to case and caseload planning Advanced understanding of both Adult and Child Safeguarding for those accessing an All-Age Substance Misuse Service |
| Other Requirements | Willingness to work flexibly in order to deliver required care solutions to clients in agreement with team leader. | |