

JOB DESCRIPTION

Job title	Safeguarding Manager
Department	Substance Misuse
Reports to	Senior Operations Manager
Grade	4

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 Senior Operations Manager in leading, developing and co-ordinating the Engagement & Prevention Team across Swindon & Wiltshire 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 Multi-Disciplinary 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 • Delivering Safeguarding coaching and training for all staff • Liaison with maternity services to provide pre-birth plans in line with the Wiltshire pre-birth protocol • Monthly reviews of clients open to DA service, the PAUSE service and our service. • Working closely with Risk & Assurance, 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. <p>Help to ensure the delivery of excellent person-centred interventions with individuals for whom we provide support within the service by:</p> <ul style="list-style-type: none"> ✚ 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.

	<ul style="list-style-type: none"> ✚ 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: <ul style="list-style-type: none"> ○ 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 well-being and is free from abuse or neglect, observing agreed safeguarding practices. ○ Reflects the review and, where required, updating of comprehensive assessment and risk assessments.
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
	<p>Contribute to Turning Point's information management strategy by:</p> <ul style="list-style-type: none"> ✚ 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.
	<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.
	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>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.
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	0
	Total staff overseen	0
	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 Senior 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</p>

		collaboratively for the benefit of service users. Helping to maintain service finances at a time of increasing financial pressures and eroding margins. Ensuring decisions made personally and by those by hub staff balance operational/technical and business considerations.
--	--	---

* This is a new role and still needs to go through Turning Point's job evaluation process. The indicative grade for this role is Grade 3. However, this is subject to change. You will be informed should any change to this grade be made.