

## JOB SUMMARY

<b>Post Title</b>	<b>Multi-Agency Safeguarding Hub Team Manager</b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	13	<b>Line Manager to others?</b>	Yes	<b>Role profile ref</b>	SD13
<b>Service Area</b>	<i>Childrens Services</i>						
<b>Line Manager</b>	<i>Service Manager Multi-Agency Safeguarding Hub (MASH)</i>						
<b>Location</b>	<i>County Hall</i>						

### Job Purpose

To provide day to day direction to and co-ordination of staff working in the MASH

To co-ordinate and lead professionals to share information effectively and make a decision about the appropriate response to contacts and notifications received by the MASH.

To provide professional supervision to staff in the MASH as delegated by the service manager.

To support the service manager in ensuring that the core functions of the MASH operate to a high quality and the applications of thresholds are effective and timely in safeguarding and promoting the welfare of children.

### Job Context

- Co-ordinate the routine activities of professionals working within the MASH so that new contacts and notifications are reviewed in a timely way, and that referrals to children's social care are passed to children's support and protection teams within one working day.
- Set and promote standards with staff working within and with the MASH so that information is shared in accordance with the relevant protocols and legal framework.
- Routinely monitor the quality and effectiveness of information sharing and professional judgement about the appropriate response to children whose needs require either early help or statutory social work led assessment and support.
- Support MASH staff to provide an effective single point of contact to professionals who are seeking consultation and advice about how to respond to a child's needs and circumstances.
- Work with professionals to secure a timely consensus about what needs to happen to safeguard and promote a child's welfare, and to facilitate dispute resolution where this is required.
- Chair multi-agency and strategy meetings.
- Provide support and challenge to professionals about the reasons for their decisions, and model sound professional practice and decision making.
- Provide professional supervision to MASH staff, and development activities so that staff are able to provide a good and improving quality of service; with the delivery of robust thresholds.
- Use performance data and analysis to inform allocations, pressures and demand, to ensure timeliness, impact and resource allocation.
- Carry out case audits and sampling of work to assure the quality of practice and inform improvement actions.
- Coach and support professionals from other agencies to carry out their responsibilities within the MASH.
- Implement improvement actions across the MASH and contribute to developing a high-quality effective service.
- Identify and make recommendations about how to address any deficits in the way that agencies work together to share information and respond to children who need assessment and support.
- Contribute to evaluating the impact and effectiveness of the MASH in safeguarding and promoting the welfare of children and reducing the need for statutory assessment and help.
- Contribute to developing the MASH and improving the effectiveness of arrangements so that children and their families get the help they need in a timely way.

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<ul style="list-style-type: none"> <li>• Work in collaboration and partnership with the out of hours services to ensure appropriate communication and/or transfer of work in line with agreed processes.</li> <li>• Undertake additional duties commensurate with the job role.</li> </ul>			
<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.	<ul style="list-style-type: none"> <li>• <i>Proven ability to promote Social Care ethic in multi-agency environments to influence decisions regarding resolution of conflicting expectations financial contribution service delivery and development.</i></li> </ul>	<b>E</b>	
Significant relevant experience managing service delivery in a similar environment, with expert knowledge of the service area, the authority and wider sector / external influences.	<ul style="list-style-type: none"> <li>• <i>Significant experience of Case Management</i></li> <li>• <i>Significant experience of Social Work supervision</i></li> <li>• <i>Significant post qualifying experience</i></li> <li>• <i>Significant experience of multi-disciplinary working</i></li> </ul>	<b>E</b> <b>E</b> <b>E</b> <b>E</b>	
Strong and demonstrably effective communication, interpersonal and presentation skills. Ability to understand and explain complex information to a range of audiences. Proven ability to negotiate with, persuade and influence others in complex or politically sensitive situations.	<ul style="list-style-type: none"> <li>• <i>Excellent interpersonal and communication skills</i></li> <li>• <i>Proven ability to develop and maintain effective working relationships to deal with operational issues across and within the client group</i></li> <li>• <i>Commitment to equalities</i></li> </ul>	<b>E</b> <b>E</b> <b>E</b>	
Good ICT skills including both standard Microsoft applications and specialist systems.	<ul style="list-style-type: none"> <li>• <i>IT Literacy – able to use IT / run reports / to use or quickly learn to use relevant IT information and data capture systems including ICS and SAP</i></li> <li>• <i>Good analytical skills</i></li> </ul>	<b>E</b> <b>E</b>	
Expert knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Wide reaching knowledge of other areas of the authority relevant to the service and of wider sector / external influences. Experience of contributing to the design and development of strategies, procedures and practices.	<ul style="list-style-type: none"> <li>• <i>Expert knowledge of and experience of working with legislation and policies in the respect of particular specialism e.g. Children and Families</i></li> <li>• <i>Proven ability to keep up to date with changes in legislation</i></li> </ul>	<b>E</b> <b>E</b>	

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<p><b>Manager only</b> Proven ability to manage, develop and motivate a multi-disciplinary team/s of professional and/or vocationally qualified and support staff. Budget, financial assessment (where relevant) and contract management experience. Experience of representing the work area in a professional / legal capacity.</p>	<ul style="list-style-type: none"> <li>• <i>Managerial knowledge of and experience with disciplinary and grievance procedures</i></li> <li>• <i>Knowledge and experience of business planning</i></li> <li>• <i>Commitment to the development and continuous improvement of high quality services</i></li> <li>• <i>Knowledge of and experience with budget / financial management processes and ability to demonstrate competence</i></li> </ul>	E  E  E  E	
<p>Strategic planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.</p>	<ul style="list-style-type: none"> <li>• <i>Has a strategic vision</i></li> <li>• <i>Familiar with department objectives and corporate strategy and how these link together</i></li> </ul>	E E	
<p>Experience of multi-disciplinary and partnership working and awareness of the issues involved. Experience of chairing meetings and leading working groups.</p>	<ul style="list-style-type: none"> <li>• <i>Established key links with partner agencies</i></li> <li>• <i>Knowledge and experience of working with other agencies and disciplines</i></li> <li>• <i>Develops an understanding of how the sector can help deliver services to the people of Isle of Wight</i></li> <li>• <i>Isle of Wight knowledge of deployment of resources under control of post holder</i></li> <li>• <i>Actively involved in sector meetings and contributes to sector planning and objective setting</i></li> </ul>	E  E  E  E  E	
<p>Excellent planning and organisational skills to manage a complex multiple workload, prioritise and set deadlines and cope with conflicting and changing demands.</p>	<ul style="list-style-type: none"> <li>• <i>Proven ability to successfully manage and make effective decisions with conflicting priorities.</i></li> <li>• <i>Experience of budget monitoring and reporting systems</i></li> <li>• <i>Proven ability to achieve performance development objectives both personally and for the operation teams in terms of service delivery</i></li> <li>• <i>Proven ability to successfully manage budgets</i></li> </ul>	E    E    E	<b>D</b>
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
<p>May require relevant certifications including evidence of fluency in English language.</p>		E	
<p>Educated to degree standard or equivalent.</p>		E	
<p>Relevant professional / vocational qualification</p>	<ul style="list-style-type: none"> <li>• <i>Social Work qualification (e.g. DipSW)</i></li> </ul>	E	

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<b>Other Requirements</b>			
•	<i>Registration with Social Work England</i>	<b>E</b>	
•	<i>Enhanced DBS Check</i>	<b>E</b>	
<b>Organisation Structure (optional)</b>			