

# Job Profile

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## Adult Safeguarding Support Officer

Grade: 7

Date created: January 2024

**About the Job** This exciting new post sits within the Adult Safeguarding Team. The position will suit an individual who enjoys a fast pace and has excellent communication skills. You will work alongside Specialist Safeguarding Practitioners and Screening Officers as well as communicating with an extensive multi agency network. You will be involved from the point of referral to support those at risk of abuse or neglect.

### **This is what we need you to do...**

- To support an effective and consistent approach to the Safeguarding Adults Service by working as part of a busy team
- To provide support to Screening Officers within the Single Point of Access team where safeguarding referrals are received via our portal
- To provide support to the safeguarding practitioners through gathering information from multi agency partners, family members and members of the public where relevant, to inform the safeguarding decision making process
- To work in partnership with our multi agency partners in safeguarding, including the Police, Health and Social Care and the voluntary sector to support adults at risk of abuse
- To attend multi agency safeguarding meetings to share information relevant to the safeguarding concern
- To promote person-centred outcomes for adults with care & support needs who are or may be at risk of abuse or neglect.
- Any other relevant duties as appropriate to the role.

### **Special Conditions**

- This position is subject to an enhanced Disclosure and Barring Check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- The post holder must hold a clear and valid driving licence (exceptions under the Equality Act may apply) or have the ability to travel around the County.

### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience of working in the health and social care sector
- Communicating effectively with a diverse range of people both verbally in person/telephone and in writing
- Acting as the first point of contact on a range of queries from internal/external customers
- Experience of multi agency safeguarding adults procedures
- Using a range of IT Administration packages

### Knowledge, Skills and Understanding

- An understanding of how Safeguarding Adults Services need to comply with statutory duties within the Care Act and Mental Capacity Act and codes of practice.
- Good knowledge of Gloucestershire County Council Safeguarding policies and procedures
- Ability to gather information to inform decision making and signpost when appropriate to other services
- Ability to assess and identify high risk situations and communicate this when required
- Maintain accurate and timely records

### Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours
- A positive and “can do” attitude
- Ability to work on own initiative and respond quickly to changing priorities.
- Thorough attention to detail
- Ability to communicate effectively at all levels
- Excellent time management and organisational skills
- Commitment to team working across the service area
- Flexible and adaptable approach to working and providing information
- Able to work in a fast-paced environment
- Receptive to new ideas
- Using initiative in the workplace, adapting to competing demands and meeting timeframes
- Contribute to team meetings and participate in the modernisation and development of the services provided by the team
- Commitment to continued self development

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity or adoption), gender identity, gender expression, sexual orientation, marital status, disability or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that ‘protected characteristics’ are under represented in a profession or service, the Council may take ‘positive action’ to encourage applications for jobs to address this.

- Excellent ICT skills in Microsoft Office Packages – Word, Excel, Outlook, Power Point, Teams, SharePoint etc., as well as Liquid Logic
- Attention to detail and excellent organisational skills
- Good knowledge and understanding of local needs and priorities of people and their families and how the organisation needs to respond
- Ability to exercise sound, independent judgement in demanding situations
- Ability to plan and organise your workload
- Ability to communicate effectively, orally and in writing with individuals and groups at all levels.
- Ability to analyse, interpret and utilise data.
- Ability to maintain confidentiality and work to agreed communication strategies

#### **Principal Contacts:**

- Senior managers, multiagency professionals from across Safeguarding Partnership, individuals who use Gloucestershire County Council services and members of the public
- Internal and External customers/organisations

#### **Education & Qualifications**

##### **Essential**

- Educated to GCSE Level English and Mathematics 9 – 4 (or Equivalent qualification or experience)
- Level 3 Qualification in Health and Social Care, or equivalent Health and Social Care experience (as outlined in the job description – ‘Experience of..’ section)

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