

Job Description

JOB TITLE:	Neighbourhood Safeguarding Officer
GRADE:	H
POST NUMBER:	Q040700294
DIRECTORATE:	Housing & Regeneration
SERVICE:	Neighbourhoods
RESPONSIBLE TO :	Neighbourhood Team Leader
RESPONSIBLE FOR:	None
	This post requires a DBS check <i>[state level required]</i> • Standard check This post not politically restricted
JOB SUMMARY:	To successfully deliver high-quality casework in respect of Domestic Abuse, Safeguarding and Hoarding at LBTH, ensuring cases are handled appropriately and consistently and the best possible outcomes are delivered to affected residents, as well as supporting and advising colleagues across the Council on Domestic Abuse, Safeguarding and Hoarding, in line with relevant legislation and best practise.
ROLE REQUIREMENTS:	
1.	To act as the first point of contact for staff to provide advice, guidance, co-ordinate and case manage safeguarding concerns, in line with relevant legislation, policies & procedures and best practise.
2.	Supporting the development and delivery of training, briefings, inductions and investigating incidents where needed, in relation to DA, Safeguarding and Hoarding, promoting and raising awareness further.
3.	Carry out regular and detailed case reviews of DA, Safeguarding and Hoarding cases, as well as holding relevant panel meetings to ensure effective case management.

2.	Provide support including risk assessments and safety planning to survivors of domestic abuse and residents involved in other reported safeguarding concerns.
3.	Represent LBTH and advocate for survivors at key meetings in the borough i.e. MARAC, VAWG and attend and represent the service with regards to safeguarding at relevant meetings both internally & externally.
4.	To be a champion & support Domestic Abuse Housing Alliance (DAHA) project and accreditation, with continuous development to safeguard victims of DA, as well as other relevant actions identified to enable DAHA accreditation.
6.	To pro-actively work with and appropriately advise and direct other departments within the council to ensure that relevant information is shared, often to ensure the safeguarding of families from or against further harm, including liaison with IDVAs, DASH RIC, Police, social services and other specialist support services and agencies.
7.	Work with other teams to improve the reporting structures and procedures to increase access and quality of recording for residents and staff reports, including collating and maintaining accurate data to ensure data integrity.
9.	Contribute to the review of and update existing domestic abuse, hoarding and safeguarding policies and procedures for responding to safeguarding reports from residents and colleagues.
10.	To demonstrate professional behaviour in accordance with the values and code of conduct in operation at LBTH.
13.	Ensure effective management of allocated cases in the LBTH case management system that consistently and accurately record identified cases including reporting levels of safeguarding, domestic abuse and hoarding, as well as referrals to specialist agencies where appropriate.
20.	Carry out other reasonable ad hoc duties to support the Directorate which are commensurate with the expectation of the post as directed by the line manager or the Head of Service.
CORPORATE RESPONSIBILITIES	
1.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
2.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
3.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.

4.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
5.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
6.	
PEOPLE	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
7.	LBTH is committed to safeguarding and promoting the welfare of vulnerable adults and children. Safe recruitment of staff is central to this commitment, and LBTH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults and children. All staff working with Vulnerable Adults and children should be aware of and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at Tower Hamlets Homes.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Knowledge of policies and procedures relating to Domestic Abuse, Safeguarding and Hoarding within the social housing sector.	E	A/T/I
Qualifications & Experience	Up to date knowledge of legislation relevant to the Social Housing Sector, and Domestic Abuse, Safeguarding and Hoarding	E	A/T/I
	Experience of working in customer focused environment.	E	A/T/I
	Ability to communicate effectively face to face and on the telephone, demonstrating emotional intelligence and the ability to handle reporting of Domestic Abuse sensitively and appropriately.	E	A/T/I
	Ability to work flexibly, be self-motivated, prioritise and manage own workload to meet target deadlines.	E	A/T/I

	Ability to work with and deliver competing priorities	E	A/T/I
	Able to negotiate effective outcomes with Residents.	E	A/T/I
	Experience of using IT including Microsoft Office® products, particularly Word, Excel, Outlook. Experience of using Housing and CRM systems such as Northgate and Comino.	D	A/T
	Ability to prepare and present relevant data and reports as and when required	E	A/T/I
	Experience of taking action against breach of tenancy	D	A/T/I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Co-operates with others, respects we must work together for the benefit of LBTH overall and to contribute to the work of others to create a positive working environment. Influencing and negotiating with colleagues to deliver better services.		A/I
We are OPEN and transparent	Open and transparent approach to Domestic Abuse, Safeguarding and Hoarding by adhering to LBTH's policy and procedures.		A/I
We are WILLING to challenge, innovate and be accountable	Willing to use own initiative, to challenge and embrace change as driver for positive improvement.		A/I

We empower each other to be EXCELLENT and go the extra mile	To provide excellent customer service to our service users and partners across LBTH. To go the extra mile to achieve, team objectives and targets set.		A/I
We RESPECT all communities, they are the heart of everything we do	Adhere to LBTH's diversity and equal opportunities statement.		A/I
Additional Requirements	(Examples provided below) To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, to facilitate meetings, carry out visits etc, unless there is good reason where this is not possible. To comply with the requirement to carry out a DBS check on this role.		