

<b>Role Title</b>	<b>Adults Multi Agency Safeguarding Hub (MASH) – Practice Manager</b>
<b>Job Family</b>	<b>Adult Services</b>
<b>Location</b>	<b>Willow House</b>
<b>Pay Range / Scale</b>	<b>Indicative PO4/PO5</b>
<b>Purpose</b>	
Reporting to an Adults MASH Team Manager (and deputise in their absence), to manage and professionally supervise a number of Social Work qualified & support staff and to support other colleagues. To manage the day-to-day service delivery of the Adult MASH Team as the single point of contact for ASC Duty/Safeguarding referrals. To ensure the MASH function is completed to a high standard and to ensure members of the community are responded to and their needs assessed as proportionate to the referral received. To ensure referral onto the appropriate support/assessment service is completed in a timely fashion and as proportionate to the presenting needs. To be responsible for ensuring the delivery of high quality and legally compliant social care practice to agreed standards for the staff within the remit of the post. To maximise the independence and wellbeing of adults and older people.	

<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Support the development and implementation of the Service Plan as led by Senior Managers and contribute to strategic policy and procedural developments	<p>Strategic and operational input is contributed the business planning and development led by Senior Managers, including liaison/links with partner services.</p> <p>Engage and involve Adults and their carers, in decision-making linked to service delivery and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p> <p>Enquiries and complaints are dealt with in accordance with agreed timescales.</p>
Assure professional standard of case management and the effective management of risk within area of responsibility.	<p>Provision of agreed intervention is effectively delivered / co-ordinated / monitored to support Adults and Carers to achieve their identified outcomes.</p> <p>Complex and high-risk cases are managed in line with quality, national and legislative standards.</p> <p>Implementation of statutory duties.</p> <p>Carry out and contribute to risk assessments for the health, safety and wellbeing of Adults and carers and those working with them.</p>
Contribute to the development and implementation of policy, systems, processes, performance criteria, standards, and procedures within area of responsibility.	<p>Work within the policies, procedures, and controls to enable compliance with all relevant legislation, codes, regulations, guidelines, standards and best practice.</p> <p>Promote and maintain social work professional code of practice.</p> <p>Enable integrated working with multi-disciplinary teams.</p>

<p>Provide professional advice and guidance to colleagues and partner agencies in supporting Adults and Carers.</p>	<p>Professional advice and interpretation is provided on procedures, policy, legislation, systems, methods etc.</p> <p>Cases are escalated as appropriate and case information is shared as appropriate.</p> <p>Represent the views of the Adult when appropriate.</p> <p>Major issues are managed through to an appropriate conclusion. All investigations are formally concluded in line with procedures.</p>
<p>Liaise internally and externally and work with colleagues from other agencies to ensure adults and carers interests are supported. Provide professional challenge and advice to colleagues, managers, and partner organisations.</p>	<p>Professional advice, interpretation, information, support and challenge are provided to colleagues and external parties on operational and legislative issues as appropriate.</p> <p>Agreed clear, accurate and appropriate information is shared via the most appropriate channel.</p> <p>Timely actions are taken and are appropriate to the known circumstances.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Bring any concerns to the attention of the relevant Senior Manager / MASH Team Manager, MASH Group Manager.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements identified through action plans and service plans are developed and delivered effectively.</p> <p>Stakeholder requirements are met in line with agreed improvement plans.</p> <p>Improve standards of practice within adults social care, including contributing to internal training opportunities.</p>
<p>Manage, motivate and support the development of staff to create and maintain a highly competent and participative workforce.</p>	<p>Contribute to an effective workforce development strategy which includes the induction of new staff.</p> <p>Identify any changes that may impact upon the service / profession.</p> <p>Promote the professional capability framework.</p> <p>Support and enable the team to be effective motivated and outcomes focussed. Develop the practice of others through regular reflective supervision for those where there is a direct report and to others in the team/service when required.</p> <p>Deputise in the absence of the MASH Team Manager and support/manage designated areas of responsibility.</p> <p>Support and contribute to recruitment, induction, development, and employee relations referring to HR processes as appropriate to the required standards and timescales.</p> <p>Contribute and support team meetings to take place.</p>

Prepare and present delegated reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made.
Support the successful implementation of health and safety legislation, policies and practices.	Assist and support in assessing and managing risks to staff. Steps are taken to ensure there is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities:</b>	
Ensure the deputising of operational leadership and delivery of the MASH Service.	The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by adults and carers, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Positive outcomes are achieved for adults and families.
Promote effective partnership working within area of responsibility.	MASH partnerships deliver the most effective outcomes for adults and carers.  Effective relationships are developed and maintained with partners and other stakeholders.  Partnership groups produce valid and timely outputs.
Ensure the delivery of safeguarding services to adults and carers.	Policies, procedures, and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.  Improved outcomes for adults and families in Waltham Forest.
Support the monitoring and improvement of service performance. Support quality control, service and case auditing systems in relation to the services for which the post is responsible.	Assist the MASH Team Manager to analyse and identify any performance trends.  Provide accountability to report on outcomes of audits and trends.  Take a proactive approach to addressing issues of drift and delay of cases.
All opportunities to prevent, reduce and delay access to social care services are taken	Provision of timely advice, information and signposting to relevant community resources.
Maximising residents' ability to maintain their independence	To fully utilise an individual's assets and community resources before considering the use of Council resources  Continuity of social care/ reablement services for service users

	<p>in the community and in hospital</p> <p>Provision of equipment and assistive technology to support service users to maintain their independence</p>
To be responsible for ensuring the delivery of high quality and legally compliant social care practice to agreed standards for the staff within the remit of the post.	<p>Assessments and support plans are legally compliant in relation to the Care Act, Mental Capacity Act and all other relevant legislation.</p> <p>Social care practice is delivered to agreed standards</p>
To ensure the implementation of Safeguarding Stage 1 Concern Episodes & Making Safeguarding Personal.	<p>Vulnerable adults are appropriately safeguarded</p> <p>Practice complies with local and national safeguarding statutes and guidance</p>

### Nature of Contacts

Work directly with adults and older people, the work has significant implications for the well-being of individuals that might involve situations where service users' personal liberty and or safety is at risk, Professional colleagues, other providers, and external agencies to gather and exchange information and co-ordinate actions. Represent the Council at multi-agency meetings.

Liaise with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support adults and older people and promote good practice. Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with adults and older people and colleagues. May need to manage challenging behaviour and difficult situations.

Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies.

Direct line management responsibilities, Act as a first line manager and team member.

Support Senior Managers to consult with stakeholders to identify requirements.

Support the co-ordination of responses from other agencies on operational issues and to deliver service in partnership.

Deputise for the MASH Team Manager as required.

### Procedural Context

Responsibility for delegated MASH functions, performance quality and timeliness in partnership with health, education, Safer Families Stronger Communities, IDVA, housing, police and early intervention, probation and youth offending service. Professionally accountable for interventions within area of responsibility. Responsible for supporting the management of this specialist area and its co-ordination with internal services and external partnerships.

Exercises professional judgement in assessing risk to adults and carers or others and quality assurance of service. Manage complex / high risk issues within a framework of policy and

procedures. Contribute to strategic decision making. Maintains good working relationships with other professionals whilst challenging the decisions of other statutory agencies.

The practice manager role is an expert in managing uncertainty, developing mutually trust and respectful relationships with people, making fine judgements about risk and daring to work creatively and innovatively. Using their skills in communication and empowerment to enable people to take considered risks, the practice manager will deliver a service that protects and safeguards vulnerable adults, their families and carers, supporting them to assess their own needs and capacity, promote their independence, and manage risk and uncertainty.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours. Contribute to the development and delivery of improvements in processes and procedures. Represent the service at departmental / other agency working parties.

Direct line management responsibilities.

### Key Facts and Figures

Enhanced DBS Clearance.

Holder of Social Work England registration.

### Resourcing

Budget Responsibilities: to be confirmed

Supervisory Responsibilities: 4 SW's and delegated responsibility by the MASH Team Manager in their absence.

### Competency Level

Principle Officer/Manager

### Knowledge, Skills and Experience

- Significant post-qualifying social work experience in Adult & Older Adults Families setting
- Experience of undertaking highly complex casework within a statutory adult setting
- Experience of service delivery which is culturally sensitive and responsive to the needs of a multi-cultural community
- Experience of having to interpret, understand and make judgements on the complex interactions between the risk and protective factors in any given situation when arriving at a decision about whether the adult is suffering or is likely to suffer significant harm.
- Experience of prioritisation, Screening and service delivery

- Demonstrable knowledge and experience in assessing complex risk
- Make timely judgments and decisions that are based on evidence and thorough analysis of all the information gathered.
- Ability to draw up specific plans with clear timescales that are based on high quality assessments, which set out the planned outcomes for the adult.
- Have high-level knowledge and skills in gathering information from a range of sources, including direct observation of adults and older people and their interactions with their family and carers.
- Systematically monitor and review decisions and plans, revising them where appropriate in the light of new information and evaluation of whether the interventions are achieving the planned outcomes.
- Ability to effectively communicate, both orally and in writing, with a diverse range of audiences.
- Experience of developing and maintaining effective partnerships with statutory agencies and voluntary organisations at both a strategic and operational level.
- Ability to coordinate, motivate and develop staff (those directly line managed and those in partner organisations) to achieve agreed service outcomes.
- Experience of operating within the Care Act 2014 or other legislative framework concerned with Adults.
- Familiarity with current trends and issues with adults.
- In-depth knowledge of statutory framework for Care Act Eligibility and the Safeguarding Procedures for adults and older adults.
- Excellent interpersonal and communication skills (verbal and written).
- ICT skills including use of Microsoft applications.

#### **Indicative Qualifications**

Educated to degree standard or equivalent.

Relevant professional qualification (CSQW Dip SW equivalent degree Social Work qualification).

Substantial Continuing Professional Development.

*The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.*