

What's it all about

Working across the Operations Directorate and reporting to the Tenancy Sustainment and Safeguarding Team leader, you will ensure safeguarding is implicitly embedded into the core purpose and day to day practices of NHG. You will ensure front-line staff have access to resources, training, and tools for them to respond effectively to safeguarding concerns across NHG residents.

You will collaborate with operational teams and safeguarding champions to ensure safeguarding objectives are embedded within all teams.

Your work will contribute to our customer strategy objectives of helping residents to feel their house is a home and to feel safe in their homes.

How you'll make a difference

Working with your team, your aim will be to increase knowledge of front-line staff and promote tools and resources available so they can identify and respond to safeguarding cases effectively.

With a focus on early intervention, you will encourage early referrals to relevant third parties to ensure the right support is in place.

Key to your success will be working collaboratively with the wider tenancy sustainment team and operations to ensure frontline teams have the training required to support their residents where safeguarding issues arise.

You will build excellent relationships with external partners to ensure NHG residents can access and are referred to the right support avenues for their situation.

How you'll do it

Supporting teams

- Promote and actively review safeguarding resources to ensure that operational teams are equipped to identify, triage and refer safeguarding concerns independently and quickly.

- Champion safeguarding being embedded within practices across the wider organisation. Review policies, processes and training to ensure this is explicit.
- Assess the risk of escalated safeguarding cases that are referred to you or that you identify. Provide advice and mitigations for the operational team to follow, flagging to senior managers where necessary.
- Maintain a comprehensive knowledge of relevant legislation and give expert advice about safeguarding policy and frameworks to front line teams as required.
- Identify and flag knowledge gaps amongst teams and identify how best to support and upskill operational teams.
- Provide a responsive and inclusive service to residents, taking account of, and adapting to, individual needs.
- Develop safeguarding champions around the business so they are empowered to embed safeguarding objectives within resident facing teams.

Developing resources

- Work with your team and the learning and development team to coordinate, develop, commission, and where needed, deliver safeguarding training.
- Develop and maintain appropriate resources and frameworks for front line officers to follow to support the action they take in response to safeguarding concerns.
- Work inquisitively under own initiative to determine how best to triage and support individual cases and across NHG's resident base.
- Represent NHG externally, developing and maintaining relationships with stakeholders and partners. Utilise these relationships to support our safeguarding strategy.

- Support your team to coordinate action plans and lessons learnt for serious case reviews and critical incidents.
- Develop and implement safeguarding policy and procedures in line with guidance and legislation. Update in response to internal lessons learnt.
- Regularly audit and analyse safeguarding data and processes regularly ensuring information is stored appropriately. Flag any risk items or changes in practice to be implemented and always ensure GDPR compliance.
- Lead on safeguarding data for business reporting purposes and present in a way that is appropriate for the audience. Ensure your own deadlines and performance indicators are met.
- Support the Head of Support and Legal with Safeguarding Committee meetings (internal and external) providing data, reporting and administration support as required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership.

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be

an expectation to study towards a professional qualification.

Essential

- Strong people and interpersonal skills.
- Excellent verbal communication and presentation skills.
- Knowledge of safeguarding legislation, regulatory framework and best practice.
- Experience of developing and/or implementing safeguarding resources including developing policies and procedures.
- Experience of providing services to vulnerable adults and working with a diverse client group.
- A strong understanding of vulnerability in particular mental health and safeguarding.
- A positive and innovative approach to problem solving.
- Ability and willingness to learn and upskill in areas such as safeguarding or welfare benefits topics.
- Proven examples of building relationships internally and with third parties.
- Effective IT skills including intermediate MS Office skills, and ability to use housing software packages as required.
- Experience of delivering excellent service to both internal and external customers.
- Proven experience of working independently and using data to drive decisions.
- Ability to monitor outcomes, keep accurate records and deliver KPIs.