

Safeguarding Co-ordinator

Job Description

Accountable to:	National Safeguarding Manager
Professionally responsible to:	National Safeguarding Manager
Location:	PTS Offices, Cardiff & Cardiff NHQ (Multisite)
Hours:	35 hours per week, working 5 out of 7 days Job share/ Part time considered.
Salary:	£22,130 - £26,128 p/a full time salary.

Job summary:

The Safeguarding Co-ordinator role within Healthcare services is responsible for processing all of the Duty To Reports for the department and for the delivery and co-ordination of safeguarding training.

- Leading on the Duty to Report referrals made by healthcare services crews and making the necessary referrals to statutory agencies to provide support for patients.
- Identifying safeguarding training and skills gaps across the team and supporting and advising staff to improve their safeguarding practice.
- Attending Safeguarding meetings as and when required.
- Working with the Internal Training Manager, Head of Ambulance Operations and the Safeguarding Manager, co-ordinate and deliver safeguarding training courses within healthcare services.
- Participating in the national safeguarding on-call rota

It cannot be underestimated as to the important part this role plays within St John Ambulance Cymru (SJAC), ensuring the safety and well-being of all patients and SJAC people.

Key duties and responsibilities:

- Provide expert professional advice & support to the business under the professional supervision of the National Safeguarding Manager, on matters relating to the protection of children and adults at risk.
- Process Duty to Reports submitted by healthcare services' crews in all area across Wales – this involves:
 - a. Reviewing the information provided by the crews and obtaining additional information if needed.
 - b. Contact the patient, next of kin and/or additional stakeholders to obtain additional information as required and appropriate.
 - c. Assign appropriate course of action and refer to statutory authorities where required.
 - d. Provide feedback to the crews on the outcome of the Duty to Report
 - e. Maintain filing system and electronic database of all received Duty to Reports
 - f. Record Duty to Report statistics and produce regular reports for the Head of Ambulance Operations and the National Safeguarding Manager
 - g. Produce monthly Duty to Report newsletter and distribute to all PTS staff
 - h. Visit satellite PTS crews to update and refresh Duty to Report procedure as needed
- To attend induction and training necessary to complete the role.
- Working to the established Internal Training plan, co-ordinate and delivery safeguarding training across the department.
- Identify training and skills gaps, highlighting these to the Head of Ambulance Operations and National Safeguarding Manager, and assisting in the delivery of action plans to address these gaps
- Where issues are identified, work to resolve these in the most informal manner as possible, without unnecessary escalation, commensurate with the seriousness of the issue and the responsibility of the role holder
- Participate and contribute to the operation and monitoring of the SJAC Safeguarding helpline/on-call, both daytime and out of hours as required by the National Safeguarding Manager.

Staff Development, Training and Education

- The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date.
- The post holder will have an appraisal of performance each year and will be

responsible for agreeing a development plan, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.

- SJAC will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan.
- If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity.

Health and Safety

- Work in accordance with Health and Safety regulations always.
- Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff, volunteers, or service users in accordance with SJAC's Health and Safety policy.

Other duties:

- Performing any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder
- Flexibility to work occasional evenings and weekend as and when required.
- This role requires a satisfactory DBS clearance

Person Specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements:	Essential:	Desirable:	Method supporting assessment:
ILM Level 3 or higher		✓	Application form
Relevant professional qualification equivalent to NVQ 3/4		✓	Application form
Appropriate teaching/training qualification		✓	Application Form
Experience			
Experience of working in a social care environment	✓		Application form/Interview

Experience of working with teams of people	✓		Application form/Interview
Experience of dealing with customers	✓		Application form/Interview
Experience of dealing with children and vulnerable adults	✓		Application form/Interview
Experience of liaising with statutory authorities to safeguard vulnerable people	✓		Application form/Interview
Experience of conducting or supporting investigations.		✓	Application form/Interview
Skills, abilities & knowledge			
Excellent communication, listening & interpersonal skills	✓		Application form/Interview
Sound knowledge of current legislation, policy and best practice in the protection of children and adults at risk.	✓		Application form/Interview
Knowledge & understanding of equal opportunity and anti-discriminatory practice	✓		Interview
Ability to work on own initiative	✓		Application form/Interview
Able to work part of a team	✓		Application form/Interview
Ability to communicate well over the phone	✓		Application form/Interview
Excellent time management & ability to prioritise.	✓		Application form/Interview
Ability to manage and resolve conflicting priorities and stakeholder concerns.	✓		Application form/Interview
Personal qualities			
Creative and insightful	✓		Application form/Interview
Highly inquisitive and informed –	✓		Application

intellectually curious.			form/Interview
Open minded, collaborative	✓		Application form/Interview
Respectful, professional bearing – sensitive to multi-cultural differences; build and maintain professional rapport with managers; unafraid to challenge contrary viewpoints with the tact and diplomacy	✓		Application form/Interview Application form/Interview
Acts as a role model, displays compassion, and engages positively with a wide range of internal and external people/agencies.	✓		Application form/Interview
Good knowledge of the care sector	✓		Application form/Interview
Ability to adapt approach to suit different ages/abilities	✓		Application form/Interview
Minimum of intermediate IT skills including Microsoft Word, Excel, Powerpoint & Outlook	✓		Application form/Interview
Additional requirements			
To be First Aid qualified (FAW/BFA) or be willing to achieve this.	✓		Application form/Interview
Empathetic	✓		Application form/Interview
Dynamic, pro-active & passionate about making a difference	✓		Application form/Interview
Resilient & adaptable, able to work under pressure & thrive on being given challenges & responsibility	✓		Application form/Interview
Able to demonstrate commitment to SJAC's values and behaviours	✓		Application form/Interview
Welsh speaking		✓	Application form/Interview
Able to drive or use of a car as the position is covering multi sites	✓		