

Customer Liaison Officer - Safeguarding

JE Code: JE2343

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Adult Social Care |
| **Reports to:** | Safeguarding and DoLS Team Manager |
| **Job Family** | Care & Welfare |
| **Grade:** | F |
| **Political restricted** | N |
| **Date:**  **JE Code:** | January 2022  JE2343 |

**Key Deliverables**

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| **1.** | To work as a member of the adult social care safeguarding team, as the single point of access for customers, both public and professionals who contact MK. Provision of a comprehensive, specialist information and advice service for customers and their representatives who require help, advice or support in dealing effectively with safeguarding concerns, employing a diverse range of communication methods, both written and oral. |
| **2.** | To maintain accurate records and to capture and analyse the information to ensure that all referrals are managed in an effective and timely manner at all times. Managing difficult emotional situations with customers to establish possible risks and ensure effective, appropriate and solution focussed advice is provided through identifying their needs having extensive knowledge of Council and partner agency processes and specialist services both locally and nationally. |
| **3.** | To monitor referrals and escalate priority matters to the social worker/ screener for consideration in line with legal requirements. To support screeners in their role in the gathering of information from professionals or public to facilitate decision making. |
| **4.** | To co-ordinate internal processes for the team, in liaison with social workers, making referrals, organising meetings and obtaining information from external agencies. |
| **5.** | To co-ordinate obtaining information from external agencies i.e. Milton Keynes Hospital Foundation Trust, and Care Homes. Responsible for recording queries from external agencies and safeguarding representatives through reviewing data on recording systems – responding in line with data protection and confidentiality statements and the scope of external service provisions. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Evidence of understanding and knowledge of current legislation especially around adult safeguarding practice and service improvements |
| **2.** | Excellent organisational and administrative skills. To be highly IT literate with applications such as Microsoft Word, Excel and Outlook. |
| **3.** | Sound interpersonal skills, verbal and written communication including the ability to write coherently and interpret information. |
| **4.** | Ability to deal sensitively with distressing, emotional situations and use solution focussed responses to talk to people in distress and at heightened emotional levels and reduce anxiety. |
| **5.** | Experience of office and administrative work and managing enquiries from a wide range of people including professionals from other agencies, members of the public and clients and their families |



Job Family

Care & Welfare

Grade F

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role Characteristics

At this level roles are front-line positions working directly with vulnerable children and adults. The roles are of two principle types;

* Jobs requiring a theoretical understanding of social work or associated disciplines but without a management or supervisory component.
* Jobs which have a significant management or supervisory responsibility with a strong technical and procedural knowledge base.

Job holders in both types will require highly developed communication and problem-solving skills to meet the demands of the service users in their care.

### The Knowledge and skills required

Job holders with a theoretical understanding of social work may not have experience necessary to fulfil management or supervisory responsibilities, whereas those job holders with significant or supervisory responsibility often will, as their knowledge base will be based upon extensive direct experience in caring roles.

The knowledge underpinning the duties and responsibilities of these roles may be either a sound grounding in the theoretical basis of social work practice, achieved through formal education; leading to appropriate certification, or an equivalent level of technical and procedural knowledge of the care function in a local government environment.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. This might include basic cooking, artwork/ other domestic and vocational activities.

### Thinking, Planning and Communication

Working with vulnerable children and adults presents a number of challenges including the need to swiftly and accurately assess their situation, understand their immediate welfare needs, and identify appropriate responses. A range of problems will present themselves, demanding of an equally wide range of solutions, although these will be drawn from established practice and operational guidelines.

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision Making and Innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities. Although independently responding to problems, some of which may not have been encountered previously. Job holders will have access to advice and assistance from team managers or supervisors when serious issues arise.

### Areas of responsibility

Job holders are responsible for the accurate and timely assessment of service user needs and the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day to day timescale.

Job holders fall into two broad categories in relation to supervisory responsibilities. The first is roles which do have line management or formal supervisory accountability within their team. These job holders are generally those whose managerial authority is a result of their lengthy experience in subordinate roles.

The second category of roles owe their status to an advanced level of theoretical understanding of their discipline without necessarily having an equivalent level of experience. These roles will not generally have any formal supervisory responsibilities.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and Demands

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships which job holders are required to develop and maintain, will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.