ROLE DESCRIPTION

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**ROLE TITLE:** Safeguarding Officer

**LAST UPDATED:** September 2019

**REACH:** ROI

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**1. Main purpose of role**

To support Samaritans when an adult safeguarding concern is raised about a caller or third party and to be responsible for referring concerns and maintaining accurate records.

To implement a consistent Safeguarding approach across the region and the organisation.

To contribute to the development of safeguarding at Samaritans.

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**2. Position and support in organisation**

**Accountable to**: Lead Safeguarding Officer, Regional Director

**Liaises with:** Branches, Caller Support, Regional Director, Central Office Teams, and Statutory services

**Works within a team of:** Safeguarding Officers in ROI

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**3. Key responsibilities**

* To support Samaritans to respond when safeguarding concerns arise, making balanced and objective decisions to achieve positive outcomes for those at risk.
* Work within Samaritans safeguarding policies and procedures, with reference to other organisational policies and procedures.
* To part of a team of volunteers available via an on-call rota to respond when safeguarding concerns are raised.
* Carry out internal and external referrals.
* When safeguarding concerns include both adults and children, work in partnership with the Branch Designated Liaison Officer
* To maintain an accurate record of all decisions and actions taken.
* To attend and contribute to safeguarding reviews via teleconference and attend an annual team meeting and additional relevant training opportunities.
* To support the promotion of a confident safeguarding culture and best practice across the organisation.
* Awareness and understanding of how to refer concerns to problem solving and quality team as appropriate.
* To be committed to ensuring own knowledge of safeguarding policy and procedures.
* To follow Samaritans’ confidentiality, privacy and data protection policies at all times.

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**4. General qualities and experience required of Safeguarding Officers**

* Experience in safeguarding adults and/or children and knowledge of current legislation and statutory guidance and best practice.
* Ability to process information to make an objective and balanced decision.
* Experience in case work and ongoing case management.
* Experience of working within a team.
* Good IT skills and ability to be in touch regularly by email, via Samaritansnet and Salesforce.
* Knowledge of data protection legislation.

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**5. Terms of appointment**

Appointment and timescales

* The term of office is three years with the possibility of a further three-year term (to be agreed with the Lead Safeguarding Officer).

Location, time commitment and expenses

* This role is home-based.
* This post is voluntary and unpaid but all out of pocket expenses related to the role will be reimbursed in line with Samaritans’ volunteer expenses policy.
* The role involves some travel within the UK and Republic of Ireland. As a minimum attendance is required at two team meetings, either in person or via videoconferencing, in addition to joining monthly teleconferences.
* There may be additional demand upon appointment to deliver talks or training across the UK and Republic of Ireland.
* All out of pocket expenses relating to the role will be reimbursed in line with Samaritans expenses policy.

Recruitment and selection process

* Applications will be reviewed by a panel to determine that candidates meet the person criteria and essential qualities and experience for the role.
* Appointment is made by a selection panel and will include an interview.
* References will be requested and taken up.
* Appropriate training specific to the role must be completed
* A relevant criminal records check will need to be obtained

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**7. Benefits**

Being a Safeguarding Officer offers the opportunity to:

* Have a real impact on helping people who are struggling to cope
* Work closely with within a team of Safeguarding professionals
* Use existing skills for a charitable cause
* Develop new skills and experience through shaping an important are of work at national charity.