

# Part 1: JOB DESCRIPTION

**JOB TITLE: Head of Safeguarding**

# DEPARTMENT: Operations

**TEAM: Branch and Volunteer Services**

**LOCATION: Ewell**

1. **POSITION IN ORGANISATION**
* Reports into Assistant Director Branch and Volunteer Services.
* Part of the Operations Senior Management Team.
* Works closely with Ops SMT, HOT’s, Operations managers, safeguarding manager, legal and governance team and safeguarding officers.
* Works closely with senior volunteers including the Lead Safeguarding Trustee, Chair of Regional Directors, Regional Directors, Branch Directors, functional leads and safeguarding officers.
1. **MAIN PURPOSE OF ROLE**
2. To lead on the development and embedding of a robust, Samaritans safeguarding culture so that those who come into contact with our service are protected from harm.
3. Providing strategic leadership and expert advice and direction around protection of adults at risk and children.
4. To lead on and ensure consistent decision making, chairing of the serious safeguarding panels and leading on the reporting of incidents internally, externally and to regulators as required.
5. **KEY RESPONSIBILITIES**

**To lead on the development and embedding of a robust Samaritans safeguarding culture so that those who come into contact with our service are protected from harm.**

* Act as DLSO for the central charity and provide reporting to external organisations as required.
* Lead on the development of policy, procedures and relevant service specifications for safeguarding- embedding across all departments and branches.
* Lead on the training and development of Trustees with regards their responsibilities around safeguarding, conduct annual service reviews producing an annual report and embed the learning.
* Lead on providing specialist expert advice and training to branches and regions around safeguarding and the protection of all staff, volunteers and those who come into contact with Samaritans and in particular adults at risk and children..
* Lead on the review of and embedding all necessary changes from legislation and regulatory guidance into current and new service initiatives, including protecting donors- across the UK and ROI.
* Lead on the budget management and development of business plans for safeguarding.

**Providing strategic expert advice and direction around protection of vulnerable adults and children at risk.**

* Provide reports to the Service and Quality Committee, Board of Trustees and Executive Leadership Team as required and lead the safeguarding agenda across the organisation.
* Develop and embed an organisational wide safeguarding strategy which ensures the protection and safety of those who work, volunteer and come into contact with the charity, and in particular adults at risk and children.
* Develop strong links with the wider safeguarding network within the third sector raising the profile of Samaritans in this area.
* As part of the Operations Senior Management Team ensure the timely and appropriate messaging of safeguarding dependencies and feedback to the weekly KIT meetings.
* Ensure safeguarding reporting provide benchmarks for service improvement changes at branch, regional and national level.

**To lead on and ensure consistent decision making, chairing of the serious safeguarding panels and leading on the reporting of incidents internally, externally and to regulators as required.**

* Line management and development of the safeguarding managers including case load allocation, volunteer safeguarding officers and providing support for the caller support team.
* Chair the serious incident safeguarding panels ensuring accurate decision making, reporting and recording, learning from incidents and ensuring risk assessments are completed and acted upon.
* Chair weekly service review meetings to learn from and share information about current medium to high risk cases.
* Coordinate the linked work of the Serious Safeguarding Incident panel and the Criminal Records and Exclusion Panel to ensure seamless learnings between the two.
* To work with and support the staff team and the volunteer roles of Functional Lead, Safeguarding Officers, Regional Directors and Branch Directors as required in all safeguarding advice matters and in ensuring all safeguarding processes are understood and embedded across the organisation.
1. **GENERAL DUTIES OF A SAMARITANS’ STAFF MEMBER**

* Contribute to the effective and efficient running of the Central Office as appropriate.
* Participate, as appropriate, in staff forums and meetings.
* Adhere to Samaritans’ policies and procedures.
* Represent the Central Office appropriately across the organisation and Samaritans to the wider community as appropriate.
* Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Samaritans’ equal opportunities statement and policies.
* Carry out reasonable requests made that are within the broad remit of the role
1. **SKILLS, KNOWLEDGE AND EXPERIENCE**

**Essential:**

* Extensive leadership experience, including managing teams of staff and volunteers.
* Extensive experience in safeguarding, child protection and/or protection of vulnerable adults.
* Comprehensive knowledge of safeguarding legislation, best practice guidance and policy procedure.
* Experience of managing and working with volunteers in a complex organisation.
* Demonstrate operational and management experience in the complex world of safeguarding, with an ability to challenge, build and manage strong and effective relationships.
* Experience of leading on applying the principles of safeguarding in a variety of settings/organisations.
* Experience of chairing and reporting serious case reviews.
* Experience of reporting to regulatory bodies, disclosure services, LADOs, police and social services.
* Excellent understanding of current legislation around safeguarding and protection of vulnerable adults in the UK and in ROI.
* Excellent knowledge of the GDPR and how to apply it.
* Experience of using relevant quality assurance techniques to ensure safe and effective delivery of service channels.
* Experienced in developing, leading and delivering strategy and resulting reporting.
* Proven ability to develop strong links within the wider safeguarding network with the third sector network.
* Excellent problem-solving skills
* Excellent negotiation and influencing skills
* Excellent communication and interpersonal skills.
* Experience of leading on change management and improvement initiatives.
* Extensive experience of managing large budgets.
* Excellent IT skills
* Ability to digest large amount of information, produce analysis and meaningful conclusions- and present these to senior leaders and Trustees.
* Ability to learn about a new organisation at speed and effectively.
* Ability to prioritise workloads and work to deadlines with accuracy.
* Experience of report writing for external audiences.
* Experience of working with colleagues and volunteers across a range of levels.

**PERSONAL ATTRIBUTES**

* Able to take a flexible approach to work loads
* Ability to attend meetings during evening and weekends as required
* Ability to travel across the UK
1. **QUALIFICATIONS**

* Degree level qualification
* Relevant Safeguarding qualification
* Evidence of leadership development/ or qualification.

**Signed by employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**LAST UPDATED (Date)**