



## Job Description

Job Title: MASH OFFICER

POSCODE: 2953

Grade: Grade H

### Overall Purpose of Role

The post holder will receive and handle all initial Children's Safeguarding and Children's Social Care contacts and queries entering the Multi-Agency Safeguarding Hub (MASH) via telephone and written communication. They will prioritise the most vulnerable and at risk children and recommend appropriate advice and action, escalating to Decision Makers (Social Workers) for Triage as necessary, to ensure that all contacts are signposted to or handed over to appropriate staff and services for required action to Safeguard and protect children.

### Main Accountabilities

1	To deal effectively with enquiries across all channels from members of the public, customers, services users, internal departments and professionals from other agencies (eg. schools, health, and police). Obtaining comprehensive detail from referrers to gather the most relevant information about concerns for a child/children at the first point of contact.
2	To provide advice, guidance and prompt, high quality responses to all child enquiries, and signpost callers to the most appropriate services when support is required, in a consistent and highly professional manner to ensure individuals and agencies that contact the MASH are satisfied with the service provided.
3	To ensure appropriate contacts are swiftly and accurately progressed to relevant Decision makers for triage and named partner representatives for requests for information within the set MASH rag rating timescales
4	To provide feedback on progress and outcomes on cases/enquiries to partner agencies, professional organisations and the public as appropriate, verbally or in writing.
5	To progress appropriate contacts quickly and efficiently enabling a professional decision to be made by the Decision Maker within set timescales as set out in Working Together Guidance and ensuring contacts

6	To accurately gather, record and maintain highly sensitive and confidential data on designated databases, collating key information relating to Children's Social Care. To operate in accordance with data protection requirements, ensuring data is stored securely and accurately, to enable the production of statistical and management reports as required.
7	To seek advice and guidance from decision makers and Mash Team Managers in response to contacts and queries as required. Raising contacts that require immediate safeguarding action verbally so the Team Manager can ensure that the appropriate plans are undertaken.
8	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.

**Safeguarding commitment** We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
GCSE level or equivalent qualification	English & Maths	Essential

Minimum levels of knowledge, skills and experience required for this post

Identify	Details	Essential/Desirable
<b>Knowledge:</b>		
	Knowledge of, and ability to operate within professional, confidential and Ethical guidelines.	Essential
	Understanding of the relevant legislation and guidance relating to Safeguarding children.	Essential

	An understanding of the roles of different agencies and how they work together to Safeguard children.	Essential
<b>Skills:</b>		
	Demonstrate an empathetic and sensitive approach to the needs of those requiring your advice and support. Demonstrate an understanding and commitment to maximising a child's life chances.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential
	Intermediate level of computer literacy and the ability to use appropriate systems to find and collate key information.	Essential
	Ability to use a structured approach to gather and record information as a contact relating to children and families in the context of possible safeguarding concerns. Ability to collect and analyse complex information drawn from multiple sources, which may be conflicting or incomplete	Essential
<b>Experience:</b>		
	Experience of understanding vulnerability, risk and need for children, young people and families. Including an understanding of family dynamics.	Essential
	Experience of working effectively under pressure and ability to produce good quality, accurate and proportionate written and verbal information.	Essential

	Experience of working in teams or organisations relating to delivering services to children.	Essential
	Experience of working in a multi-agency safeguarding hub	Desirable
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
<b>Safeguarding</b>	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

### Disclosure level

**What DBS Level is required for this post?**

None	<input type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input checked="" type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

### Working Arrangements

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)

Fixed	<input checked="" type="checkbox"/>
Flexible	<input type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>