



Job Description

Job Title: MASH OFFICER

POSCODE: 2953

Grade: Grade H

Overall Purpose of Role

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

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

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 *(Include for roles involving work with children/vulnerable adults)*
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
Knowledge:		
Experience of working effectively under pressure and ability to produce good quality, accurate and proportionate written and verbal information.		Essential

Knowledge of, and ability to operate within professional, confidential and Ethical guidelines.		
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
Skills:		
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		Essential

may be conflicting or incomplete.		
Experience:	Give an idea of the type and level of experience required do not specify years of experience.	
Experience of understanding vulnerability, risk and need for children, young people and families. Including an understanding of family dynamics.		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
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	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"/>

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Job Description Questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:		POSCODE <i>(Needed for re-evaluations)</i>	
Reports to (job title):		Directorate/Service:	
Presenting Manager:		Date of evaluation:	
Supporting HR contact person:		New Post	Yes/No
		Re-evaluation:	Yes/No

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

Organisation chart (please include POS CODES not the grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities;
- changes to the essential qualifications, knowledge, skills and experience; or

- changes to the team structure

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	
External	

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

What level of supervision is this post subject to?

What type of priorities is the post holder able to set themselves?

What kind of systems, procedures or 'rules' are set around the job?

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

At what point does the post holder escalate a problem to a more senior employee?

Decision making

Does the post holder makes a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

- 1)

- 2)

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)

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Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with 50 or 50,000 payslips.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

Declarations

All roles – Manager

JDQ completed by:

By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.

Signed:

Date:

Print name:

Re-evaluations only – Current Post Holder

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name:

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	

HR Advisory - Advice given to the manager

Use this section to record any relevant background information and advice that you have given to the manager.