**Manchester City Council**

**Role Profile**

**Designated Officer (LADO), Grade 9**

**Safeguarding and Improvement Unit, Children and Families Directorate**

**Reports to: Head of Quality Assurance for Safeguarding**

**Job Family: People Care & Support Indirect**

**Key Role Descriptors:**

The role holder will be responsible for the safe delivery of care or people support functions, ensuring the discharge of statutory responsibilities and the provision of a high quality standard of service which promotes the wellbeing of individuals and groups within the community.

The role holder will effectively lead, manage and motivate a team of professional practitioners to develop a skilled and confident workforce which meets the needs of the service and Manchester residents.

The role holder will work in collaboration with partners and key stakeholders to develop effective partnerships and greater coordinated working with other services and organisations to ensure a positive contribution to the development and delivery of care and support priorities for the city.

**Key Role Accountabilities:**

Provide strong management direction and motivate team members through effective performance management and co-ordination to maintain continuous improvement in order to meet service priorities.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in decision making and approve specific decisions in the management of cases.

Manage safeguarding risk and quality assurance effectively within the context of an agreed framework, policies, procedures and statutory responsibilities within a multi professional environment.

Work closely with key stakeholders to gather data intelligence in order to identify care needs and priorities to develop sustainable, customer focused service and implementation plans.

Proactively identify and support the implementation of change and improvements in service provision to improve care and support opportunities and outcomes for Manchester residents.

Monitor budgets in accordance with City Council policies and procedures to achieve financial targets and forecast resource requirements as appropriate.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

The primary purpose of the Designated Officer is to safeguard and protection children via the management of allegations. The role holder will be responsible for ensuring that allegations against adults who work or volunteer with children in Manchester are compliant with requirements set out in Working Together 2015 and comply with; the Education Act 2002, and Keeping Children Safe In Education 2016, other relevant legislation including the Children Act 1989, and the Children Act 2004, and Local Procedures.

The role holder will raise awareness about expected practice in relation to the management of allegations via effective partnership working and briefings.

**Key Role Accountabilities:**

The Designated Officer (LADO) will be responsible for managing and overseeing allegations made when an adult working with children in a paid or voluntary capacity has behaved in a way that meets one of the following thresholds:

* *Behaved in a way that has harmed, or may have harmed a child;*
* *Possibly committed a criminal offence against or related to a child;*
* *Behaved towards a child or children in a way that indicates they would pose a risk of harm to children*

or when

* *A person’s behaviour towards their own child*
* *Behaviour in private or community life of a partner, family or household member*
* *A person’s behaviour in their personal life which may impact on the safety of children to whom they own a duty of care.*

Ensure the safety, rights, needs and welfare of the child concerned and other children is consistently promoted in the management of allegations. Management of allegations must be cognisant of the impact on children and of any help or support they may need.

Ensure wherever possible the voice of children and young people is consistently heard and influences learning from allegations and therefore improvements are made to practice, plans and service development.

Provide advice and guidance to employers or voluntary organisations that ensures there is a consistent approach to the application of the policy and procedures when managing allegations.

Develop effective working relationships with the police, other agencies, including Ofsted and other professional bodies. Ensure that there are robust and appropriate mechanisms for information sharing between agencies, particularly the Police and Social Care and employers for disciplinary or risk management purposes.

To convene and Chair effective allegations meetings are held in a timely manner and ensure minutes of meetings are clear, concise and outline discussions that took place and agreed actions and outcomes*.*Facilitate resolution to any inter-agency issues. To liaise with other local authorities where there are cross boundary issues.

Participate in and contribute to regional and national Designated Officer groups aimed at developing and improving the management of allegations.

Ensure management of allegations referral procedures are working well and are well understood.

Monitor the progress of cases within set timescales and ensure all investigations are completed in accordance with the relevant guidance and within the required timescales. Escalate concerns to agencies if there are concerns about practice including drift.

Retain accurate and up to date records relating to allegations against adults who work with children, referrals, communication and actions taken and allegations meetings.

Collect and analyse data as defined in relation to the nature of allegations, the management of them and the outcome of allegations.

Write and present an annual report for Manchester Safeguarding Children Board about allegations made against adults who work or volunteer with children, analyse the effectiveness of practice and highlight learning.

**Designated Officer (LADO), Grade 9 – Key Behaviours, Skills and**

**Technical Requirements**

# Our Manchester Behaviours

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

# Generic Skills

* **Communication Skills -** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Analytical Skills -** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning & Organising** - Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Demonstrate excellent judgement skills under competing priorities and pressure.
* **Problem Solving & Decision Making** - Ability to think laterally and take into account the root cause of a problem and the client / organisation-wide consequence of decisions made.
* **Creative Skills** - Ability to find creative solutions where there are no existing parameters or procedural framework.
* **Strategic Thinking** - Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders.

# Technical requirements (Role Specific)

* Registered Social Worker.
* At least 5 years experience of working in a statutory service for children.
* Management experience.
* Experience of Chairing complex multi-agency meetings.
* Experience of management of allegations.