



Creative Support Ltd
 Head Office
 5th Floor Dale House
 35 Dale Street
 Manchester M1 2HF

Tel 0161 236 0829
 Fax 0161 237 5126
 enquiries@creativesupport.co.uk
 www.creativesupport.co.uk

Safeguarding and Quality Officer
Stockport Centre, Head Office

Reference: 76950

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing date: 29 July 2024

Please note the following:

Once you have submitted or posted your application form allow *10 working days* after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.

Please return the completed application form to **Creative Support** in the enclosed Freepost envelope or to Recruitment, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS.

Yours Faithfully

Recruitment Department

- Encs: Application Form
 Philosophy Statement
 Additional Information

All candidates are subjected to enhanced DBS checks



JOB DESCRIPTION –SAFEGUARDING & QUALITY OFFICER
Stockport Centre, Head Office



Hours: Full time is 37.5 hours per week (flexible: to include evenings, weekends and public holidays according to the needs of the office- some planned national travel). Part time hours 30 hours considered.

Responsible to: Head of Social Care Governance

Team: Quality team based predominantly at head office

Scope of the Role

To join the team as a new role to oversee Safeguarding logs nationally and ensure appropriate national follow up.

You will work closely alongside the Head of Social Care Governance and Director for Safeguarding to provide an efficient service to senior staff within the quality team.

The role will work interdepartmentally to ensure Creative Support has excellent social care governance processes. Working alongside Service Directors and the Quality Team the post holder will also be part of a team approach which responds to specific work requests which may include assisting services with quality improvement work.

The post holder will be required to contribute to social quality assurance through coordination and participation at meetings and also preparation and co-ordination of operational reports to the Board, Quality sub group, and Executive Team and management meetings. This role will include supporting the Quality Co-ordinator in preparing and presenting reports and reviewing information received at Head Office (such as safeguarding, incidents etc.).

The post holder must be able to plan and prioritise a varied workload, exercising appropriate judgement and responding promptly and appropriately to all enquiries. The post holder will be required to handle information of a confidential nature and must observe the highest standards of professionalism, discretion and confidentiality. The post holder will demonstrate excellent communication skills and the ability to liaise professionally with service users, families, staff and external stakeholders.

The post holder may be required to travel nationally to services with planning, however the role is mostly office based. Full training and support is offered. The quality team is very established over the last 12 years and happy to support and shadow the role to enable a smooth start and induction.

Duties

1. Safeguarding oversight in conjunction with Head of Social Care Governance and Director of Safeguarding. As part of this, to log and follow up safeguarding emails and related Head Office communications to the quality team.
2. To draw up reports and analyse National Safeguarding statistics and develop reports identifying trends and themes
3. To provide case studies and present these at relevant senior meetings
4. To receive calls and follow up safeguarding on situations that may require escalating to the Head of Social Care Governance, Director of Safeguarding, Senior management or referring to the Quality Team for input and support
5. To log and follow up on CQC notifications
6. To undertake work with our national services virtually ensuring compliance with safeguarding standards by checking local records and logs and also from time to time make visits to services to ensure good safeguarding processes and procedures are in place
7. To work with our social care governance team to ensure better systemisation of intelligence and allow for great remote virtual audits of quality information.
8. To assist in reporting to the board of trustees quality sub group on a bimonthly basis on safeguarding information.
9. To take part in quality team meetings and assist with campaigns relevant to the role
10. To visit services when required to follow up on safeguarding and ensure duty of care has been followed post incident in conjunction with the quality manager.
11. To work closely with the customer care team and other head office departments to ensure central support is provided to services who may require this post incident.
12. When required to minute meeting relating to quality evidence.
13. To attend zoom meetings with relevant managers and CQC registered managers in order to disseminate quality briefings with the quality team
14. To promote our Code Red campaign which is an internal whistleblowing initiative running successfully for many years.
15. To support awareness raising internal campaigns about good safeguarding practice and awareness of our systems and polices.
16. To produce an annual newsletter for services.

Other Responsibilities

1. A willingness to participate in the Out Of Hours rota, helping to staff a company wide support line on evenings and weekend.
2. To engage in regular supervision with the identified line manager and to produce verbal and written progress reports relating to areas of responsibility.
3. To carry out all work undertaken in a proactive and enthusiastic manner which reflects the aims and philosophy of Creative Support.
4. To respond positively to all reasonable requests for advice and assistance.
5. To maintain confidentiality at all times in accordance with to Creative Supports Policy and the framework of the Data Protection Act.
6. To maintain up to date professional knowledge and skill through reading, research and ongoing professional training.
7. To observe company policies, procedures and guidelines for good practice.
8. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	Good degree or equivalent	Application	Essential
2.	Knowledge and Experience of Adult Safeguarding processes	Application & Interview	Essential
3.	Excellent phone and customer care skills , to engage verbally in calls with a sensitive and detail focused manner	Application	Desirable
4.	Good level of report writing skills and comfortable with working with data and statistics.	Application & Interview	Essential
5.	Experience in social care or relevant sector preferably at senior level.	Application	Essential
6.	Experience and confidence in meetings including Zoom virtual meetings	Interview	Essential
7.	Excellent IT skills, including proficiency in the use of Word, Excel, PowerPoint and Outlook	Application & Interview	Essential
8.	Written communication skills of a high standard including the ability to draft, proof and edit correspondence and reports using a range of appropriate styles and formats	Application & Interview	Essential
9.	Numeracy and data entry skills	Application & Interview	Essential
10.	Excellent verbal communication. listening and delegation skills with the ability to adapt communication style to suit the audience	Application & Interview	Essential
11.	Good diary management and prioritisation skills, with the ability to anticipate and think ahead to make the necessary arrangements linked to diary appointments	Application & Interview	Essential
12.	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively	Application & Interview	Essential
13.	Exceptionally courteous, friendly and professional telephone manner and e-mail style	Application & Interview	Essential
14.	Experience of dealing politely and helpfully with a wide range of people internally and externally	Application & Interview	Essential
15.	The ability to take the initiative under pressure and in the absence of detailed information	Application & Interview	Essential
16.	Willingness to travel and work flexibly according to the changing needs of a busy office	Application & Interview	Essential
17.	Ability to remain calm under pressure	Application & Interview	Essential
18.	Ability to handle competing deadlines, multi task and prioritise workload	Application & Interview	Essential
19.	Ability to work independently and often unsupervised	Application & Interview	Essential
20.	Commitment to excellent safeguarding good practice , customer care and to providing an outstanding service user experience	Application & Interview	Essential

TERMS AND CONDITIONS – SAFEGUARDING & QUALITY OFFICER

Stockport, Head Office



Salary:	Up to £26,871 per annum (depending on experience)	
	Point One:	£25,311.00 per annum
	Point Two:	£26,110.50 per annum
	Point Three:	£26,971.00 per annum
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

37.5 hours per week including weekends and public holidays according to the needs of the service. There is a need to travel extensively across the country. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. Flexibility will then be considered within the working week to enable time for admin elements of the role. Part time role available 30 hours or more.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure, ISA and POCA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays:

25 days plus 8 statutory days for each year of service pro rata.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Birthday Holiday Bonus:

After two years of continuous service you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. This bonus will only come into effect in the leave year after two full years' service. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory

- Induction Checklist is complete
- Line Managers recommendation

Duty desk at head office

You will be expected to take a role in the out of hour’s duty desk at head office. This will be on a rota set well in advance shifts are 8am-2pm or 2pm-8pm on Saturday, Sunday and Bank holidays. Paid at preferable rates or toil can be taken at time and half.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of any sickness absence.
- First twelve months’ service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months’ service - Up to a maximum of four weeks at full pay.
- Twenty-four months’ plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

Life Assurance:

Currently set at 2x basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of 2x annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website. Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation

Retirement Awards:

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of an employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

