



Creative Support Ltd, Head Office

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Head of Safeguarding and Customer Experience

Reference: 75952

Based at Stockport Head Office with National scope.

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: Thursday 2nd January 2025

Once you have submitted your application form allow 7 working days after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

Please return the completed application form by email to recruitment@creativesupport.co.uk or post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

If you are interested in the role and would like to discuss it further please contact Sam Priestley, Service Director on 0161 236 0829 / 07875 769 897.

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

All candidates are subject to enhanced DBS checks.



JOB DESCRIPTION – Head of Safeguarding and Customer Experience

Job title:	Head of safeguarding and Customer Experience. National role
Work Base	Head Office, Stockport with national travel
Hours	37.5 hours a week (part time will be considered no less than 30 hours). The working pattern will be considered and will depend on work assignments and requirements of the role.
Responsible to	The Service Director with a lead for Quality and all members of the Executive Management Team. You will also work closely with management team overall staff and service users and other key stakeholders.

Context

Creative Support is an established not for profit social care company with an excellent level of achievements at rating Good with CQC (Care quality commission) and two outstanding services. We are looking for a Highly experienced leader and senior practitioner who is flexible and interested in carrying out a diverse and rewarding role overseeing and leading on Safeguarding responsibilities and good practice and Customer Experience. The post holder will be primarily based at our head office in Stockport, work pattern will be agreed based on the needs of the role. You will work in conjunction proactively with the Executive and senior management team in order to ensure excellent duty of care for Safeguarding . Creative Support works with over 6,000 service users across over 650 sites throughout England with 80 CQC registered locations. We have an excellent reputation on which to build.

The Head of Safeguarding and Customer Experience will continue and develop at strategic and operational level the successful corporate senior level oversight of safeguarding and oversee our Serious Incident Register and procedure to Board level. You will support any Duty of Candour work. The role will also oversee our Whistleblowing line service and internal Code Red campaign which encourage early internal escalation.

Additional to this in the same aim of ensuring the people we support are safe and well supported, the role will innovate and advocate for an excellent Customer experience approach and ensure the voice of the people we support are heard and their preferences for support respected and delivered.

Safeguarding Overview

Directors and senior management team undertake their own safeguarding investigations overall and follow up as directed with your support where required. When a matter is more significant, carries particular risk or where there is, a request for support the post holder will be directly be involved in leading these investigations, attending strategy meetings and a drawing up reports. The successful postholder will have excellent report writing skills. You will also carry out on site investigations in services when required and support outcomes for more complex complaints or safeguarding investigations. You will ensure there is appropriate debrief action based learning and develop good practice directives based on complaints and safeguarding's. You will ensure we look at the holistic feedback and have a key focus on learning also from positive feedback and compliments.

To ensure we have excellent 'Open Culture', whistleblowing and escalation good practice. To be a transparent and responsive organisation. Creative Support nearly ten years ago developed an internal escalation campaign called Code Red that encourages internal escalation of any issues or matters for quality team or senior attention.

Customer Experience Overview

We have a successfully functioning customer care approach and wish to develop this further. Alongside the lead for Customer experience we envisage development for the department. We envisage increased utilisation of social media communication and also thematic concentration on complaint good practice such as working with families. We are keen to engage service user with a range of communication needs and ensure a key focus on families and stakeholder's engagement. We are also keen to engage advocates and encourage co production. Additionally we are exploring becoming an Investor in customers.

Teams:

The role forms part of the Quality senior leadership team in the Quality department. The post holder would manage two small teams to support this role this will include a dedicated officer for Safeguarding and a Customer care and complaints lead with administration support. There are other key officers and departments who work alongside this role to ensure excellent quality responses nationally. The role would ensure that our customer feedback is well managed and responded to with an excellent level of care and professionalism. The Head of Safeguarding and Customer Experience would have a role in upskilling managers in relevant areas of good practice through the provision of training and coaching in order to prevent complaints from escalating and also training staff to manage issues at local level.

Reporting and Oversight

You will contribute to our social care governance processes and will attend meetings of the Executive Management Team, SCG and Quality Subcommittee as required. You will ensure excellent quality of records are maintained that can be used to inform a range of processes. You will work in conjunction with other Quality leads and head office departments to ensure we respond our customers' needs to an excellent level. You will take part in relevant Multi-disciplinary team meetings (MDT) to ensure we effectively manage any issues that arise and meet our duty of care as regards the quality of life for the people we support. The post holder must essentially have excellent report writing skills.

Main Responsibilities and Duties

Safeguarding Duties

1. To ensure excellent Safeguarding oversight nationally and champion good practice. To do this in conjunction with Directors and relevant head of departments.
2. To understand and develop Creative Support's commitment to Safeguarding good practice. And to advocate for best practice at all times
3. To ensure we put some time into quality standards and prevention based on learnings from Safeguarding cases. To develop internal campaigns to roll out learning and good practice.
4. To ensure we uphold Duty of Candour principles and support any process in this regard in conjunction with the lead senior manager or Director.
5. To oversee and analyse Safeguarding reports, ensure these are logged with follow up nationally and ensure appropriate national follow up alongside our SCG (social care

governance) approach. You will work closely alongside the SCG Lead, senior management team and Director of Safeguarding.

6. To oversee any serious incidents in conjunction with the leading director. To maintain the national serious incident log and escalate to board level where required. To ensure excellent records are maintained and kept confidentially.
7. To engage in Local authority safeguarding processes and strategy meetings as a support to local senior managers and ensure action plans are engaged with and addressed. To respond and lead on CQC communication on issues brought to their attention where required.
8. To ensure Creative Support have a clear whistleblowing approach with robust and thorough follow up. To ensure sensitive and effective management of any whistleblowing or Code red.
9. To oversee the company whistleblowing line and respond to any escalated issues in a confidential and efficient manner.
10. To ensure there is an easy read version of the safeguarding policy ad that all areas of the company are safeguarding aware including repairs officers visits etc..
11. To be aware of human rights issues and potential data breaches and ensure any breaches are prevented and should they occur that they are followed up and resolved by the responsible senior manager / registered manager. To report to the exec team member who leads on this.
12. To be informed and aware of DOLS and Mental capacity issues to support good practice where helpful. To undertake training and to share good practice with the senior team.
13. To ensure excellent written reports and records are keep of centrally recorded safeguarding processes.
14. To receive calls and follow up safeguarding on situations that may require escalating to the Executive team, CEO or referring to the Quality Team for input and support
15. To draw up reports and analyse National Safeguarding statistics and develop reports identifying trends and themes to provide case studies and present these at relevant senior meetings. To keep informed of any changes and review our corporate policies accordingly.
16. To demonstrate excellent communication skills and the ability to liaise professionally with service users, families, staff and external stakeholders. The post holder will be required to handle information of a confidential nature and must observe the highest standards of professionalism, discretion and confidentiality.
17. To check the management good practice, management oversight compliance and standards against corporate expectations and policies. This will be assisted by our online data management visit system.
18. In conjunction with the Head of Quality and Head of Social Care governance (SCG) to respond to social care governance information centrally. To report on matters of high importance and agency implication.
19. To undertake work with our National services virtually (run zoom session and workshops) 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

20. To assist in reporting Customer care and safeguarding reports to the Board of Trustees quality sub group on a bimonthly basis on safeguarding information.
21. To take part in quality team meetings and assist with campaigns relevant to the role
22. To visit services when required to follow up on safeguarding and ensure duty of care has been followed post incident. To do this in conjunction with the Director.
23. To support awareness raising internal campaigns about good safeguarding practice and awareness of our systems and policies.

The role will include oversight that the following occurs:-

- Overseeing safeguarding inbox and follow up action
- Support to serious incident /safeguarding investigations
- Oversee the Code red/ whistleblowing inbox
- Support with oversight for CQC notifications
- Devise awareness and good practice campaigns and follow up as required
- Where helpful run national zoom meetings and targeted training sessions to improve practice
- Work alongside our Open cultures lead to ensure duty of care and good practice

Customer Care duties

1. To be the national Head of customer experience and oversee excellent responses to customer feedback. To proactively manage complaints within our policy and guidelines.
2. To develop our customer experience approach and put in place a development plan and develop a strategic vision for this into the future.
3. To Line manage the Lead for Customer experience and be part of a wider team; sharing strengths and skills and provide support and guidance to investigating managers. To follow up to ensure outcomes are reached and to oversee the quality of responses.
4. To ensure we keep accurate documentation, ensuring logging and management of cases. To ensure accurate records of allocation and all correspondence, outcomes and appeals are maintained.
5. To oversee good practice and policies are followed by periodically check outcomes from investigating officers on behalf of the organisation and seek advice if required prior to outcome being sent to complainant.
6. Where appropriate liaise directly with complainants either by phone, e-mail or face to face. Keep accurate records of complex complaints received by phone or at meetings with complainants. Cover for the leave of the lead for Customer experience when required.

7. Undertake your own small specific case load, carry out investigations and write outcomes relating to complaints following discussion with Line Manager and in conjunction with the service staff.
8. To work with service users in a person centred way and ensuring appropriate communication models are used in order to ensure good access to the complaint process.
9. To assess and define complaints in order to allocate appropriately and respond effectively
You will as part of your role champion our excellence awards programs to commend good staff practice.
10. To carry out the role in a collaborative as and in close partnership with senior managers in order to ensure a joined up approach. To work alongside the Directors and Managers to achieve consistent outcomes.
11. To support the delivery of any complaints related training or sharing of information to Social Care Governance processes and to the Executive Team and Board of Trustees.
12. To develop skills and toolkits to enable good practice when dealing with complaints.
13. To ensure you are up to date with current good practice and social care sector issues to inform the best results. To maintain your own mandatory training.
14. To hold periodic strategic Customer care meetings and progress positive outcomes through analysing complaints logs and trends. To prepare and present a Customer care annual report which is presented to the Quality subcommittee of the Board of Trustees.
15. To ensure we have excellent communications about our Customer care approach and regular survey the range of customer opinions and respond this this feedback in a way that feeds into future learning and strategy.
16. To provide monthly reports into the quality Social Care Governance meeting. To represent these reports at the meeting.
17. To attend Quality department, practice development and organisational meetings as required.

Policy and procedure

- 1.1 To contribute to the development of agency standards and procedures and to take responsibility for ensuring that all corporate policies are reviewed on an annual basis.
- 1.2 To draft corporate policies and procedures particularly in areas relevant to quality. To disseminate and promote new policies ensuring organisational understanding and compliance.
- 1.3 To ensure service user involvement in policy review and development.
- 1.4 To contribute written work relating to quality assurance procedures within tender submissions and contract monitoring reports.

Supervision and Management

- 1.5 To recruit, lead, manage and supervise a team of relevant officers and Practitioners.
- 1.6 To ensure that the officer and practitioners reporting to this role have regular supervision and that their development and training needs are met. To keep the team up to date in terms of policy and good practice issues. To ensure their welfare and resilience for national travel is well supported and planned well where possible.
- 1.7 To utilise the skills and time of the team members in a proactive way. To ensure a responsive, sensitive and professional culture within the two departments work. To ensure there is timely responses by the quality team at all times and across the year.

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.

PERSON SPECIFICATION – Head of Safeguarding and Customer Experience

Head Office, Stockport with national travel



	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	Good degree or equivalent.	Application	Essential
2.	Significant proven experience of social care management and oversight preferably under CQC registration. Minimum 3 years in related role.	Application & Interview	Essential
3.	Excellent <u>knowledge and</u> experience of quality assurance processes, safeguarding management in the social care sector.	Application & Interview	Essential
4.	<u>Knowledge and</u> experience of delivering high quality Customer care in the social care sector.	Application	Desirable
5.	Excellent proven level of report writing skills and comfortable with working with data and statistics.	Application & Interview	Essential
6.	Senior level experience of management (departmental and team).	Application	Essential
7.	Experience of multi-disciplinary working.	Interview	Essential
8.	Good level of IT skills, including proficiency in the use of Word, Excel, PowerPoint and Outlook.	Application & Interview	Essential
9.	Excellent written communication skills including the ability to draft, proof and edit correspondence, Safeguarding action plans and reports using a range of appropriate styles and formats.	Application & Interview	Essential
10.	Numeracy and data entry skills and attention to detail	Application & Interview	Essential
11.	Excellent verbal communication. Listening and delegation skills with the ability to adapt communication style to suit the audience.	Application & Interview	Essential
12.	Good planning and 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
13.	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
14.	Experience and confidence in meetings including Zoom or other virtual meetings.	Application & Interview	Essential
15.	Experience of dealing politely and helpfully with a wide range of people internally and externally.	Application & Interview	Essential
16.	The ability to take the initiative under pressure and in the absence of detailed information.	Application & Interview	Essential
17.	Willingness to travel and work flexibly according to the changing needs of a busy office.	Application & Interview	Essential
18.	Ability to remain calm under pressure.	Application & Interview	Essential
19.	Ability to handle competing deadlines, multi task and prioritise workload.	Application & Interview	Essential
20.	Ability and willingness to undertake national travel (which is largely planned well in advance).	Application & Interview	Essential
21.	Ability to work independently and often unsupervised.	Application	Essential

		& Interview	
22.	Commitment to excellent safeguarding good practice, customer care and to providing an outstanding service user experience.	Application & Interview	Essential
23.	Ability to drive (pool car can be provided).	Application	Desirable

TERMS AND CONDITIONS – Head of Safeguarding and Customer Experience
Head Office, Stockport with national travel



Pay Structure:

Up to £50,000 pa dependent on experience and qualifications (six point scale)

Point 1: £42,500

Point 2: £45,000

Point 3: £47,500

Point 4: £50,000

Please note the scale Point 3-4 relates to over 4 years’ experience in a senior quality or health and social care management role or social care management or related field with relevant skills

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 periodically and usually with planning travel 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.

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 except for the role on our Duty desk.

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 pro rata.

Disclosure Checks:

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

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 16 hours per week.

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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

All staff are expected to have their Covid vaccination

Pension:

Creative Support will make a contribution to a personal pension scheme after three months satisfactory service, providing that the employee makes a contribution equal to or exceeding this. Company pension contributions rise on an incremental scale to 6% of basic salary for employees with more than three years' service. In line with the government's auto-enrolment pension scheme, from 30th September 2013 Creative Support will automatically enrol all of its employees in the People Pension Scheme. Eligibility for this scheme is based on age and earning, more information will be provided at induction.

Life Assurance:

All staff are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to four times annual salary. The policy is provided by Norwich Union.

Discretionary Benefits:

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

Duty Desk at Head Office:

Occasionally as part of the contribution to the senior team you may be asked to take a role in the out of hour's duty desk at head office. This will be on a rota basis 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.