

Role Profile

Job Title:	Safeguarding Coordinator
Salary/Banding:	
Role Holder:	
Department:	Safeguarding & Compliance
Location:	Lilleshall
Reporting to:	Safeguarding Case Manager

Role Summary:

The overall purpose of this role is to support the implementation and development of Safeguarding & Compliance Case Management and other key services and activities; to ensure compliance, promote best practice and facilitate learning and development.

Main Areas of Responsibility:

1. Provide support to Case Management, as required or directed by the Safeguarding Officer

Typical Activities:

- Facilitating/co-ordinating safeguarding activities, including:
 - Supporting risk assessment activities and leading on low risk cases/complaints
 - Supporting safeguarding investigations e.g. taking telephone witness statements, liaising with RWOs
 - Typing reports and maintaining case files and notes
 - Co-ordinating case referral meetings and documentation, taking meeting notes and circulating actions
 - Contributing to the checking and challenging of case management activities to minimise bias
 - Supporting clubs and members with delegated activities.
- Maintaining the integrity of the case management system; working in collaboration with colleagues, clubs and relevant agencies, ensuring all activities are completed and logged within standards and timeframes, maintaining accurate and timely CRM records and other file management systems
- Providing a point of contact for Independent Advisors; maintaining the skills register of Advisors for investigations and case referrals, ensuring contracts for services are in-place/relevant, processing their expenses etc.
- Keeping up-to-date with/following industry standards and developments, where appropriate flagging issues and making recommendations e.g. case law, regulations, standards, policies, best practice etc.
- Collating and analysing department metrics to determine patterns of behaviour
- Attending and contributing at team and inter-department meetings, as required
- Deputising for the Safeguarding Officer, as required

Success Measures:

- Quality and speed of work as measured by the number of case activities completed, the accuracy and detail of reports and case notes, accurate sign-posting to support services and resources, feedback from clubs etc.
- The number and value of recommendations and contribution to case review, service development, systems development etc.
- Effective and efficient support to S&C team and wider workforce, including accurate maintenance and processing of meeting notes and actions, contracts for services, expense claims etc.
- Attendance at and value of contribution to meetings and case conferences etc.
- On-time delivery of reports and analytics
- Adherence to data protection and other standards for confidential and sensitive information
- Feedback from line manager, colleagues, stakeholders, Advisors, service users, complainants etc.

2. Promote adherence to relevant Safeguarding Standards, Guidelines and Legislation

Typical Activities:

- Responding to department telephone calls, emails etc. providing professional support, guidance and assistance on matters routine for Safeguarding, promoting adherence to standards
- Supporting the S&C Education Strategy and action plans, including:
 - Proactively promoting good practice in all communications and actions
 - Supporting the identification of training needs (internal & external)
 - Contributing to the development and delivery of training opportunities and training resources
 - Organising CPD and other events e.g. Welfare Officer Recruitment, Conferences etc.
 - Contribution to inter-department meetings and actions

Success Measures:

- Quality and accuracy of advice and support to complainants, clubs, Welfare Officers etc.
- Efficiency and effectiveness of support to the Education Strategy and action plans
- On-time delivery of reports, resources, events etc.
- Feedback from line manager, colleagues, wider E&W workforce, stakeholders etc.

3. Support department activities and priorities, as required

Typical Activities:

- Supporting DBS processing and referral activities e.g. interviewing subjects, taking references, conducting risk assessments, issuing notifications etc.
- Facilitating Data Protection and other mandatory returns, activities and training e.g. audits, workplace assessments etc.
- Maintaining effective internal communications with regards to department actions and activities e.g. keeping Business Support Partners (club and case issues), Customer Services (member and insurance issues), Heads of Delegation/Performance Sport (coach and athlete issues), HR (contractor issues) etc. appropriately appraised of relevant actions and activities
- Supporting day-to-day department administration e.g. eBIS, team diary, archiving etc.

Success Measures:

- Accurate and timely processing of DBS activities
- Accurate and timely processing of mandatory returns and activities
- Effectiveness of communications – tone, level of detail, level of confidentiality etc.
- Number and value of recommendations and contribution to training and development plans and activities
- Effective management of contracts for services
- Feedback from line manager, colleagues, stakeholders and members.

4. Safeguarding & Compliance Responsibilities.

Risk Management/Safeguarding/Data Protection/Equality

- The role holder will be responsible for highlighting any perceived risk to the Line Manager
- The role holder will be responsible for reporting any safeguarding concerns, accidents & near misses to the Line Manager
- The role holder will comply with good practice in relation to data protection, maintaining the highest standards of confidentiality when dealing with sensitive personal or business information
- The role holder will consider equality implications in all aspects of their work

Generic

- The role holder has a responsibility to ensure they comply with BG policy in relation to safeguarding, health & safety, data protection and equality.

Role Requirements:

1. Knowledge, Skills and Expertise

This role requires the holder to effectively support case management and associated activities, including:

- Supporting complaint and case risk assessment
- Supporting case investigations; conducting interviews, taking witness statements etc.
- Where appropriate leading on lower risk complaints and cases
- Networking and developing relationships with a range of Contractors/industry professionals to support case investigations and undertake independent reviews; co-ordinating contracts, meetings, case reviews etc.

- Networking and developing relationships with Welfare Officers and the wider gymnastics community; providing sound advice and promoting best practice
- Data collation and analysis
- Accurate and timely record keeping etc.

To be effective the role holder will require:

- A good understanding of legislation, regulated frameworks and standards in relation to Safeguarding, Child Protection, Ethics & Welfare
- A broad knowledge of the structure of gymnastics, clubs and competitions and the responsibilities of members in regulated activity roles

In addition, the role holder will need to demonstrate effective investigation and interview skills (listening, questioning, non-judgmental, honest, open, factual, confidential, sensitive and analytical); good customer service; effective communication skills for report and letter writing; good record keeping and a good working knowledge of IT systems, office and finance systems and processes.

2. People

This role requires the role holder to develop effective working relationships, share/transfer knowledge, guide and support a range of colleagues, industry professionals, welfare officers and other club representatives.

There is no formal line management responsibility but to be effective in the role the holder will require a sense of teamwork and responsibility towards the achievement of department targets/objectives.

3. Shaping Direction

This role requires the holder to plan and monitor a range of delegated case management activities and department projects in line with department plans; to support the monitoring and reporting of compliance with relevant standards and associated training needs; and forward plan for department activities, conferences and CPD events.

4. Developing Solutions

This role requires the holder to understand and support customer complaints and enquiries, which can relate to a broad range of issues. The role holder will be required to use initiative when taking and validating details, assessing situations and risks, handling sensitive/confidential/personal issues, and supporting, advising or signposting actions and recommendations.

In addition, it is anticipated that the role holder will show initiative in recommending improvements, efficiencies, best practice etc. in relation to department systems, processes and activities.

5. Decision Making

This role requires the holder to make decisions and recommendations in relation to their own programme of work and the operational effectiveness of the department; to inform and support case management activities and department plans, projects and activities. However, it is not part of the job or the nature of the work to make decisions in relation to case management allegations and sanctions.

It is anticipated that all decisions will be made within a framework of reference and under the guidance/supervision of the line manager.

6. Communicating

This role requires the holder to effectively and diplomatically communicate with a broad range of colleagues, volunteers, industry professionals and stakeholders across the gymnastics structure on a range of routine and non-routine matters, including: taking statements, writing case notes/letters/meeting notes, producing newsletter content etc.

Communication is usually via telephone, conference call, email, letter etc. and may include attendance at internal and external meetings and events.