

DESIGNATED SAFEGUARDING OFFICER

Candidate Pack



"Working at Mental Health Innovations, I feel supported and motivated. This is an organisation that encourages both personal development and collaborative working. It's great to be part of such an exceptional team!"

Laura O'Malley, Clinical Supervisor

**MENTAL
HEALTH
INNOVATIONS**

shout
85258
here for you 24/7

WELCOME

Thank you for your interest in joining Mental Health Innovations.

Our charity was founded in November 2017, with the support of the Royal Foundation of The Prince and Princess of Wales. We're here to improve the mental health of the UK population through the provision of digital tools, support and resources, supported with unique data insight and the experience of clinical experts.

We run Shout, the UK's free, 24/7, text messaging support service. Through Shout we have taken more than two million conversations with 750,000 children, young people and adults who were struggling to cope.

We use the power of technology to reach and support those who feel isolated and alone, and help them to find the right place to talk. Our work is vital and often life-saving.

We do hope you would like to join us in our charity's crucial mission. We have important work to do and we really look forward to receiving your application.



A handwritten signature in blue ink, appearing to read 'Victoria Hornby'.

Victoria Hornby, OBE
CEO, Mental Health Innovations

"The volunteer I spoke to tonight was absolutely fantastic. Calmed me down, listened to what I was saying, ensured I had the relevant resources before I left. They quite literally saved my life tonight."

Shout texter feedback



ABOUT MENTAL HEALTH INNOVATIONS

Our mission

Our mission is to use data-driven analysis, clinical expertise and technological innovation to develop and sustain pioneering digital products and services that meet underserved needs and that improve the mental health of the UK population.

Our vision

Our vision is that everyone in the UK has access to the digital mental health services that they need and can access appropriate, high-quality support quickly and efficiently through the power of technology.

Our organisational values



Integrity

We are driven by the best interests of the people we serve and we place them at the heart of everything we do. We have high standards and we hold ourselves to account to deliver our objectives and KPIs to achieve our mission.



Collaboration

We embrace a diverse range of people, skills, views and experiences within our organisation to achieve better outcomes for the people we serve. We work together with empathy and mutual respect.



Courage

We are bold and push the boundaries to find new and better ways to support more people. We are not afraid to try new things and we learn from our mistakes.



Insight

Our work is evidence-based. We interrogate data and draw upon clinical expertise to inform our actions and to set standards for best practice. We are curious, reflective and we seek regular feedback on our performance.



Agility

We are nimble and flexible, responding swiftly to new challenges and innovating purposefully to achieve our goals and objectives.



ORGANISATIONAL STRATEGY

We have four key areas of focus for 2022 to 2025.

Strategic objective one – Shout service

Deliver free, 24/7 mental health support through a high quality Shout service, built upon a sustainable financial foundation, with targeted reach into diverse groups.

To ensure the continued quality of the Shout service we will:

- Use MHI's data and clinical insights to ensure the sustained delivery of a high-calibre, innovative Shout service.
- Develop an income strategy to deliver £7 million per annum over the next three years.
- Assess the current and future technology requirements for the delivery of the service.

Strategic objective two – Data insights

Deliver data and clinical insights that will support and enhance MHI's services, engage and influence external audiences, inform new product development and advance collective knowledge in addressing mental health problems. To achieve this objective we will:

- Use data science, particularly machine learning and natural language processing, to develop innovative approaches to analysing our datasets to maintain and improve our services and generate novel insights into mental health.
- Build long-term partnerships with government departments and services, through delivery of data and clinical insights.
- Produce and disseminate regular content informed by data and clinical insights in order to build MHI's reputation and prominence among a range of audiences, including national and local government, the media, the mental health sector and the general public.

Strategic objective three – People and culture

As an organisation we are united behind our values and shared objectives, and we will:

- Encourage active contribution from staff to a supportive, positive and progressive organisational culture.
- Promote staff and volunteer wellbeing and facilitate continued growth in expertise, knowledge and professionalism.
- Put our service users at the heart of everything we do, including increased engagement of service users in the development and evaluation of our work.

Strategic objective four – Innovative products and services

Building on MHI's clinical expertise, data insights and partnerships, develop new innovative products and services to meet underserved mental health needs within the UK. Three key categories are Shout service integrations, training and new products and services.



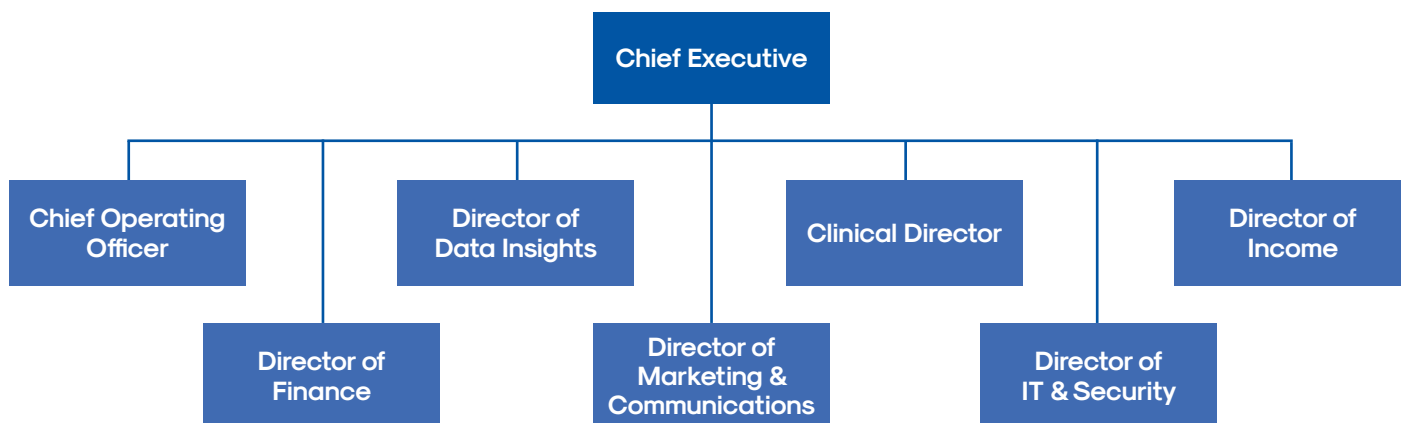
DIVERSITY, EQUALITY AND INCLUSION

Mental Health Innovations has a Diversity, Equality and Inclusion working group. Their mission is to ensure that the organisation is truly diverse and inclusive, in order that we have a creative and empowered team that can develop and deliver high quality services to anyone who needs them.

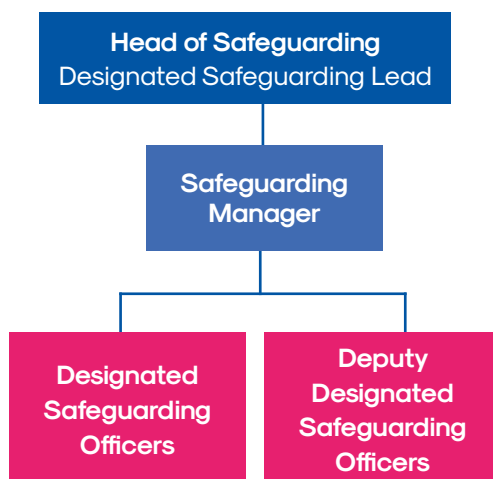
The organisation strives to be representative of the UK population at all levels of the organisation, from staff to volunteers and beneficiaries. We are committed to facilitating open conversations that enable stakeholders to challenge our attitudes and working practices; to identifying where improvements need to be made to work towards our goals; to making evidence-based recommendations, seeking feedback and being held accountable for our progress.

ORGANISATIONAL STRUCTURE

Senior management team



Department structure



shout
85258

here for you 24/7

Could you help
people needing
immediate
support?

Shout Volunteers give vital
mental health support to
people struggling to cope

Apply at giveusashout.org/vol



JOB DESCRIPTION

Job Title: Designated Safeguarding Officer

Reporting to: Safeguarding Manager

Contract: Permanent

Hours: Full-time (40 hours per week)

Salary: £45,000

Base: Remote (UK)

Closing date: 31 May 2024

JOB PURPOSE

To keep children, young people and adults at risk of harm safe, ensuring that appropriate arrangements are actioned while on the Shout platform, with additional responsibilities off-platform.



KEY RESPONSIBILITIES

- Contribute to developing and reviewing Mental Health Innovations' safeguarding policies and child protection procedures
- Contribute to ensuring that everyone working or volunteering with or for children and young people at Mental Health Innovations - including the board of trustees - understands the safeguarding policies and child protection procedures and knows what to do if they have concerns about a child's welfare
- Implementing Mental Health Innovations' safeguarding policies and child protection procedures, ensuring all concerns are responded to appropriately
- Responding to information that may constitute a child protection concern, including that an adult involved with Mental Health Innovations may present a risk to children or young people. This includes:
 - assessing and clarifying information
 - calling in and recording safeguarding issues as they arise
 - as appropriate, responding to and supporting staff who raise concerns
 - making referrals to statutory organisations as appropriate
 - consulting with and informing relevant members of management
 - following the organisational safeguarding policy and procedures
 - Immediately referring cases to the Safeguarding Panel where there is a radicalisation concern
- Liaising with, sharing information with and, when necessary, making formal referrals to statutory child protection agencies such as local authority child protection services and the police
- Recording and retaining child protection records according to legal requirements and organisational safeguarding policies and child protection procedures
- Work closely with the management committee, board of trustees and Designated Safeguarding Lead to ensure they are kept up to date with safeguarding issues and are fully informed of any concerns
- Contribute to regular board reports on issues relating to safeguarding and child protection, ensuring that child protection is seen as an ongoing priority and that safeguarding and child protection requirements are being followed at all levels of the organisation
- Be familiar with and work within inter-agency child protection procedures developed by child protection agencies working in partnership with Mental Health Innovations
- Be familiar with issues relating to child protection and abuse, keeping up to date with developments in this area
- Attend regular training relevant to child protection and share knowledge with everyone who works or volunteers with or for children and young people at Mental Health Innovations
- Attend team meetings, supervision sessions and management meetings as arranged
- Hold safeguarding workshops and drop-in consultations for the ongoing training and support of Mental Health Innovations' clinical and volunteer support staff
- Work flexibly as required and carry out any other reasonable duties

PERSON SPECIFICATION

Essential

- Face-to-face experience of working with adults at risk and/or children/families
- Professional experience working with risk relating to suicide, self-harm and complex mental health problems, along with safeguarding concerns
- Experience of delivering training to colleagues, external agencies and volunteers
- Sound understanding of Children's Act 1989/2004
- Good knowledge of the statutory guidance - Working Together to Safeguard Children 2023
- Understanding of the assessment process for providing early help and statutory intervention, including local criteria for action and local authority children's social care referral arrangements
- Be familiar with and have previous experience of working within multi-agency child protection procedures
- Strong understanding of the issues relating to child protection and abuse
- Strong administrative skills with excellent attention to details and the ability to compile concise case notes
- Excellent IT skills
- Confident to lead and influence others
- Organised and able to create clear systems and processes
- Ability to multitask and work at a high volume while maintaining calm under pressure
- Ability to make sound clinical decisions in a fast moving environment in response to high risk situations
- High level of resilience
- Ability to work flexibly to a rota: 3 week rota pattern includes early, day and late shifts between 4.30am-12.30am
- Level 4 Safeguarding Training (adults and children)
- Undertaken Prevent training and awareness of the Prevent duty
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR)

Desirable

- Experience working as a Designated Safeguarding Officer or Lead
- Experience of working in a digital environment with risk/safeguarding concerns
- Experience of working in a statutory safeguarding agency such as a Local Authority, Integrated Care Board or police
- Level 5 Safeguarding Managers training (Adults and Children)

"What I love about being at Mental Health Innovations is working with like-minded people - feeling totally respected and trusted as a professional."

Laura Cawthorne,
Platform Shift Leader

KEY COMPETENCIES

- Excellent communicator
- Ability to multitask and work at a high volume whilst maintaining calm under pressure
- Ability to make sound clinical decisions in a fast moving environment in response to high risk situations
- Demonstrate a high level of resilience
- Adaptable to the needs of the organisation
- Self-motivated, hands-on, problem-solving approach, with a focus on effective and clinically sound decision-making
- Willingness and ability to work independently (remotely, while remaining connected to and engaged with the team)
- Ability to communicate sensitive topics effectively
- Reflective, compassionate, kind, and respectful
- Proactive in reviewing own performance, improvement and development



BENEFITS

Health and wellbeing

All permanent UK employees are covered by Vitality health insurance. This includes:

- An employee assistance program (EAP)
- Cash plan & rewards for healthy living
- In- and out-patient treatment
- Private GP service

Flexible working and working from home

We provide flexible working and working from home opportunities to give you more control over your time at work.

Competitive pension

We auto-enrol all our UK employees onto Aviva's pension scheme. When you join us from New Zealand, you will be auto-enrolled onto the KiwiSaver pension initiative.

We offer everybody the chance to contribute to a pension. As the employer, we contribute 9% of your salary to your pension.

Annual leave

Depending on the role, employees based in the UK are either entitled to 25 days annual leave plus public holidays or 33 days annual leave including public holidays.

Employees based in New Zealand are entitled to five weeks' paid annual holiday at the end of each 12 months of continuous employment with us.

These entitlements are pro-rata for part-time positions.

Company electronic devices

We provide company laptops to all employees as well as other IT equipment, such as monitors, keyboard and mouse.

Excellent opportunities for training and career progression

We are committed to supporting our employees' learning and development. Alongside standard mandatory training, we believe that investing in developing people's knowledge and skills is of great benefit to everybody and makes our organisation stronger.

We actively encourage employees to improve the knowledge and skills that they have, which are connected to their role and areas of interest, and to do so through personal development plans.

HOW TO APPLY

Apply with a CV and cover letter at mhiuk.bamboohr.com/careers by 31 May 2024.

Offers of appointment will be subject to the receipt of satisfactory references.

NOT THIS VACANCY?

Why not join us as a Shout Volunteer? If you would like to know more about becoming a volunteer, please visit giveusashout.org/volunteer.

