



**Job title:** Safeguarding Coordinator

**Location:** Office-based in London, N4 with flexibility to work remotely

**Reports to:** Safeguarding Lead

### **Introduction to multiple sclerosis and the MS Society**

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

### **Purpose**

As a Safeguarding Coordinator at the MS Society, you will manage the day to day reported safeguarding concerns for the MS Society by reviewing Safeguarding Concern reports relating to adults at risk of harm and children. Deciding, in collaboration with Safeguarding Support Responders, the appropriate courses of action and when needed referral to external safeguarding agencies.

To contribute to the overall implementation of the Helpline team's objectives.

### **Key relationships:**

#### Internal

The post holder works closely with Safeguarding Support Responders, Helpline officers and volunteers, Support Volunteers along with staff across Corporate Services, Digital and Services, Engagement and Income Generation, and Research and External Affairs, Wales, Northern Ireland and Scotland offices.

#### External

The post holder works closely with External safeguarding agencies, NHS, Police, Local authorities.

## **Our values**

We expect everyone who works with us to model and promote our values:

### **Bold**

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

### **Expert**

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

### **Ambitious**

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

### **Together**

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

## **Key accountabilities:**

Our **Safeguarding Coordinator** will support delivery of our Services and Support strategy to deliver our strategic goals by:

### **1) Business plan implementation**

#### **To perform the role of lead safeguarding responder for all reported safeguarding**

- To coordinate and administer staff available via an on-call rota to response support when safeguarding concerns are raised.
- To provide direct support to MS Society staff and volunteers when a safeguarding concern is raised about persons living with Multiple Sclerosis, our callers, members and third parties.
- To be collectively responsible with safeguarding support responders for establishing if reasonable grounds for concern exist and to decide, in collaboration with safeguarding colleagues, what the response will be, including whether a referral needs to be made to statutory or other external services.
- Lead the initial response to safeguarding concerns about our callers, members and third parties in relation to referrals and/or reports to external organisations.
- To ensure appropriate internal reporting of concerns, and that decisions are recorded and updated within a suitable timescale to ensure accurate records.
- To maintain ongoing safeguarding concern record keeping as necessary.

## **2) To support the promotion of a confident safeguarding culture and best practice across the MS Society.**

- To apply safeguarding practices with reference to other MS Society policies and procedures.
- To attend and contribute to safeguarding practice reviews as necessary
- Support the coordination and attend the quarterly Safeguarding Oversight Group meetings
- Coordinate and attend the quarterly Safeguarding Support and Training forums.
- Liaise with Engagement and Income Generation directorate in relation to grant applications.
- Support the delivery of safeguarding workshops to Directorate teams.
- To apply safeguarding practices with reference to other MS Society policies and procedures.
- Aware of and understand responsibilities to escalate concerns to Safeguarding Lead as appropriate.
- To be committed to maintaining and developing own knowledge of safeguarding policy and procedures.
- To follow MS Society confidentiality, privacy and data protection policies at all times.
- Administrator Safeguarding awareness training and Disclosure checking compliance

### **Team work**

- Contribute to the work of the broader helpline team.
- Developing and maintaining effective working relationships across the department, directorate and organisation as a whole.

### **Monitoring and reporting on performance**

- Monitoring performance information against objectives, outcomes and KPIs.
- Taking corrective action in a timely manner when necessary.
- Contribute to the impact measurement of the team's work in accordance with our outcomes framework.

### **General**

- Compliance with our governance procedures, policies and procedures.
- Contribute to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best.
- Responsible for the effective use of financial and other resources.

### **Other duties**

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.
- To undertake any other works as could be expected of a Safeguarding Responder.

## Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

### Qualifications

Essential

- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills.
- Evidence of continuous professional development.

### Experience

Essential

- Experience of working in a customer-facing environment, ideally including support to customers on the telephone and online
- Strong administrative skills, with the ability to work accurately and consistently
- Strong organisation and communication skills

### Knowledge and skills

Essential

- Demonstrable commitment to collaborative team work.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent interpersonal skills, [and able to influence/persuade a wide range of stakeholders amend as appropriate].
- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences.
- Good organisational and workload management skills.
- Excellent IT skills
- Standard DBS check is required for this role

## Employment terms

**Grade: E1**

**Signed by post holder**

**Date**

**Signed by Executive Director**

**Date**



## MS SOCIETY JOB DESCRIPTION

### MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>

<b>Collaborative working</b>	<p><b>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</b></p> <p><b>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</b></p>	<b>Together</b>
<b>Effective Communication</b>	<p><b>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</b></p> <p><b>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</b></p>	<b>Together</b>  <b>Expert</b>
<b>Outcome focussed</b>	<p><b>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</b></p> <p><b>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</b></p>	<b>Bold</b>  <b>Together</b>
<b>Inclusivity</b>	<p><b>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</b></p> <p><b>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</b></p>	<b>Together</b>
<b>Accountability</b>	<p><b>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</b></p>	<b>Bold</b> <b>Expert</b> <b>Ambitious</b>

	<b>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</b>	<b>Together</b>
<b>Tech Savvy</b>	<p><b>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</b></p> <p><b>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</b></p>	<b>Bold</b> <b>Ambitious</b>