

Job Title: MASH Support Officer	
Job Evaluation Number	C126

JOB DESCRIPTION

Job Title: MASH Support Officer	Location: MASH where relevant
Job Family: Operational Support	Role Profile Title: BB3 Police Staff
Reports To: MASH Supervisor/Sgt	Band level: 3F
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Review all domestic abuse incidents involving children. Prioritise information sharing protocols according to risk with partner agencies and set flags. Research and analyse information recorded on police systems and provide confidential written reports to social services for adult and child protection purposes.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Open or update Risk Management Occurrence (RMO) log for high or mediums and set flags. Ensure information in relation to children is correctly recorded in NICHE and amend where appropriate, linking related incidents where appropriate. Ensure information in relation to children is recorded and shared with partners appropriately.
2. Flag priority/ high risk cases, including potentially dangerous offenders and serial offenders, flagging for DAIU DS to ensure correct safety planning and safeguarding adhered to. Flag medium risk cases to relevant partner agencies responsible for safety planning (i.e. VSS) to ensure safeguarding policies are adhered to. Ensure all incidents where victim or perpetrator is a VISOR subject is brought to the attention of the VISOR team and a task is created. Complete outward facing DA triage process in line with local agreements and policies.
3. In order to assist with the decision making process for protection of children and young people, undertake full secondary investigation & interrogate all relevant databases and paper files as appropriate. Under the guidance of the MASH Supervisor, produce reports for each case where an initial conference or a review meeting is required. Following initial case conference or review conference, review minutes and determine outcomes to ensure:
 - Appropriate updates are made to relevant force systems in all cases
 - Addresses are flagged on relevant systems with details of children and families subject to child protection planning
 - Minutes are uploaded to NICHE and actions referred to the appropriate person to deal
 - Maintain spreadsheet record of all child protection conferences for audit and performance measurement purposes and supply copy to MASH Manager
4. Research and prepare information sharing documents for partner agencies and make referrals as directed by the MASH Supervisor. Undertake other administrative functions and provide resilience to the MASH as directed by the MASH Supervisor.
5. Carry out research for all vulnerable adult incidents received by the MASH and make referrals as directed by the MASH Supervisor. Ensure all vulnerable adults' cases are identified, correctly risk managed and investigated and conduct a daily check of dedicated email inbox for the MASH to ensure the identification and referral to the investigative teams.
6. Maintain integrity and confidentiality of all files and information sharing documents to ensure that all information is managed according to data protection principles and the Government Protective Marking Scheme.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
The multi-agency safeguarding hub is a co-located multi-agency team working together to ensure the most vulnerable are provided an appropriate and timely response or intervention based on their needs, safeguarding them from abuse from others or self-abuse.
There are 9 MASHs across the force located in Milton Keynes, Aylesbury, Cowley, Reading, Slough, Bracknell, Maidenhead, Wokingham & Newbury. There may be times when post holders will be required to remotely cover another MASH within TVP.
Safeguarding vulnerable individuals is the focus of the MASH support officer role and is crucial to the early identification and assessment of risk threat and harm. The role supports the Protecting Vulnerable People hubs & local police areas and is key to the timely and accurate information sharing with partner agencies to allow fast time decision making and intervention for the most vulnerable.
The MASH Support Officer role is a multi-discipline role. Its primary focus is in the area of child and adult protection but to maintain resilience in all areas of the MASH at times of high demand and low staffing it is important that all staff within the MASH are able to cover across all specialist disciplines. The MASH Support Officer role will also have the skill to undertake child protection, adult protection and domestic abuse work ensuring that service to the public and partners is maintained.
Post holders will need to utilise a range of computer systems to facilitate role (i.e. NICHE, PNC, Command and Control) and will be in constant use, accounting for approximately 80% of working day. Adhere to health and safety, environmental management, data protection, equal opportunities, freedom of information, race relations and ECHR legislation and ensure compliance with appropriate local procedures.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows:	E/D
1. Proven experience of inter-agency partnership work with an understanding of child and/or adult protection. Be able to demonstrate a commitment to improving the response to safeguarding vulnerable individuals.	E
2. IT literate with an excellent knowledge of Microsoft packages, including Word and Outlook. The ability and desire to learn and implement new systems as technology advances.	E
3. Proven ability to work alone with minimal supervision or as part of a team in a demanding environment. Able to organise and prioritise work and exercise good time management.	E
4. Possess the confidence and ability to research and analyse sensitive and confidential information and make decisions in a high pressure environment where accuracy and thoroughness is vital.	E
5. Excellent communication skills, both written and oral, with the ability to forge positive relationships at all levels both in and outside the organisation.	E
6. Proven ability to operate in a secure, confidential environment and to recognise sensitive information and deal appropriately.	E

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7. Flexible approach to working hours and the ability to work at other locations at short notice in order to support the force-wide teams during times of high workload, sickness, annual leave etc.*	E
8. Knowledge of force systems including NICHE, Command and Control, PNC etc.	D
<i>Additional Comments:</i> At interview, candidates will be asked to: * indicate their willingness to undertake occasional weekend working.	