

Job Title: Referral Support (Adult)	
Job Evaluation Number	B797

JOB DESCRIPTION

Job Title: Referral Support (Adult)	Location: Various (see advert)
Job Family: Operational Support	Role Profile Title: BB2 Police Staff
Reports To: Referral & Safeguarding Sergeant or MASH Supervisor	Band level: 2E
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: Provide coordination and administrative arrangements for all Multi Agency Risk Assessment Conferences (MARAC) Research and analyse information recorded on police systems and provide confidential written reports to Social Services for adult and child protection purposes. Quality assure domestic abuse risk assessments, complete a written risk assessment or summary and make appropriate referrals to partner agencies.

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. Responsible for the administration of MARAC meetings.
 - Receive and review MARAC referrals, prepare agenda and circulate to all attendees.
 - Invite relevant specialist attendees and ensure minutes and agreed actions are circulated to relevant agencies in accordance with data protection and via secure email / registered post.
 - Follow up actions within agreed timescales with MARAC representatives ensuring chair is notified regarding outstanding actions.
 - Attend and minute all MARAC meetings, support the work of the chair person and ensure that MARAC operates within Thames Valley MARAC protocol.
 - Plan and organise emergency MARACs (if required).
 - As directed, coordinate and support appropriate training for MARAC and maintain a record of all training delivered.
 - Retain and record all MARAC referrals, update relevant databases with decisions and outcomes in accordance with Safe Lives guidelines and provide MARAC statistics and other data as required.
2. Carry out research for all vulnerable adult incidents received by the MASH and make referrals as directed by the MASH Supervisor or MASH Sergeant. Ensure all vulnerable adult cases are identified, correctly risk managed, investigated, and conduct a daily check of dedicated email inboxes for the MASH.
3. Provide resilience for other roles within the MASH as directed by the MASH Supervisor as required.
4. Carry out research of domestic abuse incidents and provide a report for probation service(s) to support risk management of offenders when required.
5. Provide support to the Domestic Abuse Risk Assessor role to:
 - Ensure that the DOM5 and initial risk assessments, undertaken by front line staff, are correctly completed;
 - Provide feedback to officers regarding quality of DOM5 (initial risk assessment form) submissions and best practice.
 Undertake full secondary investigation, interrogate all relevant databases and collate relevant information for risk assessment purposes.

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- Follow quality assurance procedure to ensure the level set on NICHE agrees with the final risk level and complete a written risk assessment or summary in the OEL when appropriate. Amend risk grading when appropriate and provide written justification in the risk assessment.
- Open or update the Risk management log for all High and Medium risk victims.
- Ensure information in relation to children is correctly recorded in NICHE, amend where appropriate.
- Where appropriate link related incidents on NICHE
- Review all domestic abuse cases with children and vulnerable adults, using the information sharing protocols and thresholds decide which meet the criteria to be shared with partner agencies. Notify partners through a secure gateway and record decision making in NICHE

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:

Safeguarding vulnerable individuals is the focus of the Referral support role and is crucial to the early identification and assessment of risk threat and harm. The role supports the Local policing area, Protecting Vulnerable People hubs and works closely with MARAC chairs. It is also key to timely and accurate information sharing with partners agencies within the MASH to allow fast time decision making and intervention for the most vulnerable.

The multi-agency safeguarding hub is a co-located multi-agency team working together to ensure that 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 will be 9 MASH's across the force located in Milton Keynes, Aylesbury, Cowley Oxon, Reading, Slough, Bracknell, Maidenhead, Wokingham and Newbury.

The Referral support role is a multi-discipline role. Its primary focus is in the area of MARAC & adult protection but to maintain resilience in all areas of 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 Referral support role will also have the skills to undertake child protection and domestic abuse work ensuring that service to the public and partners is maintained. There may be a requirement, on occasion, to work outside normal working hours in response to spontaneous incidents that require support.

Adhere to health and safety, environmental management, data protection, equal opportunities, freedom of information, race relations and ECHR (European Court of Human Rights) legislation and ensuring 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.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy and literacy skills or recent, relevant experience.	E
2. Experience of inter-agency partnership work with an understanding of child and/or adult protection.	E
3. IT Literate including proficient use of Word and Excel with a willingness to learn and use other systems as technology advances. Proven ability to research, produce high	E

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quality documentation and analyse data.	
4. Excellent communication and interpersonal skills both orally and in writing with the ability to forge positive relationships in and outside the force including partner agencies.	E
5. Proven ability to work successfully in a team or alone and with minimum supervision with proven time management, organisational and prioritisation skills.	E
6. Self motivated, able to use initiative and judgement in dealing with colleagues / partners.	E
7. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
8. Familiar with both statutory and voluntary sector with previous experience working in the field of domestic abuse. Clear grasp of MARAC processes and protocols and a commitment to improving the response to safeguarding.	E
Additional comments: At interview, candidates will be asked to: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	