Job Description

Designated Safeguarding & Mental Capacity Lead

About Blind Veterans UK

Blind Veterans UK helps vision-impaired ex-service people of every generation rebuild their lives after sight loss. Since 1915 we have provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans. **We help blind ex-service people lead independent and fulfilling lives by supporting them with our in-depth expertise, experience and full range of services.**

We have a new corporate strategy, Victory over Blindness 21, which aims to future proof the charity and provide the best possible support to blind veterans today and for decades to come.

We currently support approximately 4,500 veterans, more than ever before in the charity's history. We know that our current, and future, membership is aging. In five years, more than 40 per cent of the blind veterans we support will be over 90. That's why we are investing in our community-based teams to make our services more accessible to our members.

Our values

Our values underpin the way we work and interact with each other, and how we deliver services to members. Built around the central statement "We work together as One Team", our values are:

* **Caring** is at the heart of everything we do
* We **enable** and trust each other
* We foster a **pioneering** spirit
* We celebrate **success**!

Our culture

Our Culture Statement describe the vision of our culture and is the anchor point for how we talk about it and is the handrail we use to aid our behaviour and attitude to working practises and create a fantastic place to work and, ultimately, allow us all to best support blind veterans.

The Culture Statement, which describes the future ’Blind Veterans UK Way’, can be found [**here**](https://blindveterans.sharepoint.com/sites/intranet/PublishingImages/Pages/AboutUs/Culture%20Statement.pdf) **and our** [**Vision, Mission, Values and Culture are detailed on our website**](https://www.blindveterans.org.uk/about/our-vision-mission-values-and-culture/)

The basics

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| Job title | Designated Safeguarding & Mental Capacity Lead |
| Grade  | 4-6 |
| Post reports to | Head of Applied Practice  |
| Directorate  |  |
| Team  | Operations Directorate |
| Budget Responsibility |  |
| Number of Direct Reports |  |
| Location | Home Based |

The purpose of the role

As the organisational Designated Safeguarding and Mental Capacity Lead you will act as the main source of support, advice, and expertise in these areas and be responsible for ensuring that best practice standards are developed and upheld.

This post will have four overarching requirements:

* Act as a subject matter expert in key areas of service delivery. This will include but is not limited to Safeguarding Adults and Children and Mental Capacity across the four jurisdictions of the United Kingdom.
* Lead on job related policy promotion and education of all members of staff within the organisation.
* Manage oversight of the performance and compliance of safeguarding and mental capacity practices.
* Lead on charity governance structures in areas relating to the job role by ensuring risk is mitigated and managed and best practice standards are upheld.

Main accountabilities

1. **Act as a Subject Matter Expert**
	* Research developments in the areas of Safeguarding and Mental Capacity. This will involve reviewing case law, Safeguarding Adult/Children Reviews (SARs), scholarly articles and changes in

government policy/guidance and how this translates to operational practice.

* + Provide effective oversight, advice and support in promoting evidence based best practice in safeguarding and mental capacity to managers and frontline staff working with vulnerable adults.
	+ Lead the implementation of external policy and best practice recommendations in the fields of safeguarding and mental capacity.
	+ Represent the charity at external themed meetings/events.
1. **Policy Promotion and Education**
	* Lead the design, implementation and delivery of the charities safeguarding and mental capacity training Programme
	* Work with the People Development Team to establish Safeguarding and Mental Capacity champions who can support in the delivery of training and provide oversight in safeguarding practices across the organisation.
	* Provider leadership by using creative means to engage with key stakeholders and create a culture of safeguarding that becomes integral in how the organisation operates at every level.
	* Manage the development and reviewing of policies, guidelines, and protocols in the areas of safeguarding and mental capacity ensuring they remain up to date, relevant and reflect best practice.
2. **Performance and compliance**
* Responsible for monitoring progression and closure of open action items via the monitoring system.
* Provider leadership in ensuring that safeguarding practice meets the requirements of the Care Quality Commission and Care Inspectorate Wales standards and contribute to the achievement of a good or outstanding CQC rating across all services.
* Work collaboratively across directorates to develop and implement systems that monitor and audit safeguarding and mental capacity practices, performance, and compliance.
* Conducting internal audits, working in collaboration with appropriate stakeholders to ensure continuous learning from the referrals and investigations and identify emerging trends
* Monitor and evaluate performance, including scrutiny of performance data, understanding what is driving performance levels and making recommendations to the safeguarding committee in how to improve performance.
* Work collaboratively with our Member Engagement Team to champion and promote safeguarding and mental capacity practices for people with disabilities ensuring that reasonable adjustments are made as required under the Equality Act.
1. **Governance**
* Furnish the safeguarding committee with the necessary reports to allow strategic oversight for all aspects of safeguarding work across the organisation.
* Identify, respond and escalate, as appropriate, organisational risk related to safeguarding and mental capacity.
* Lead in the initiation of improvements in charity working practices, systems, and procedures to support effective safeguarding and mental capacity practice.
* Act as a member of the Safeguarding Committee to ensure board assurance is maintained and provided via agreed escalation, communication and reporting channels.

**Additional responsibilities**

* Attend in-house and relevant external training courses, as agreed with line manager.
* Practice and comply with all aspects of Health and Safety at Work etc Act 1974 and the Charity’s current Health and Safety policies.
* Engage actively with our volunteers as appropriate and within the scope of the post.
* Undertake any reasonable tasks from time to time at the line manager’s request, as may be deemed appropriate within the scope of the post.

Other dimensions of role

**Work context**

* This role will involve travel within the UK and some overnight stays. Therefore, there will be occasions when you are expected to work outside a standard working week.
* This post can be emotionally demanding dealing with the personal issues of members either directly or through supervision of others.

**Autonomy and decision making**

* The post is largely self-directed daily.
* Leads projects and participates in or undertakes a leadership role.

**Communications**

* The post of Designated Safeguarding and Mental Capacity Lead is a key point of communication. Internal liaison between Blind Veterans UK services and various parts of the charity and externally with third party organisations and services will be necessary. This role will take the lead in some areas of specialisms.

**Main areas of difficulty**

* Leading and managing programmes within the organisation.
* Providing effective leadership, support and oversight to a dispersed workforce.
* Developing appropriate and effective communication links with dispersed staff.
* Ensuring accountability for actions undertaken by staff at all levels and making sure there is consistency of performance and delivery to members.
* Leading in the development of organisational culture change.

Qualifications, experience, skills and behaviours

Essential:

* Up to date knowledge of the legislative framework that safeguarding and mental capacity work within.
* Detailed knowledge of safeguarding children & adults and mental capacity act processes.
* Knowledge of the processes for establishing local partnerships.
* Working knowledge of MSOffice and the use of database systems.
* Ability to lead, inspire and manage a dispersed workforce as a collaborative team with shared goals.
* Excellent internal and external networker, able to create and develop local partnerships and effective working relationships with other service providers.
* Excellent oral and written communication, and interpersonal skills
* The ability to problem solve ambiguity and complexity
* Ability to set priorities intelligently and manage time effectively.
* A professional qualification in Social Work, Nursing Occupational Therapy, or other rehabilitation profession.
* Willingness to undertake Best Interest Assessor training.
* Significant experience of working in accordance with adults and/or children who have been subject to safeguarding adults processes.
* Significant experience of supporting adults in accordance with the principles of the mental capacity act or other related statute.
* Proven track record in effectively undertaking the key tasks to the role, leading best practice and making a difference.
* Substantial experience of developing practice standards and implementing these.
* Development of new initiatives
* Experience of design, delivery and evaluation of programs
* Experience of leading and delivering professional standards of care through quality audit and multi-disciplinary team management.
* Making sound management decisions using own initiative
* Highly collaborative, personable, positive and enthusiastic.
* Innovative, resourceful and proactive
* Flexible, diplomatic, assertive with strong influencing skills.
* Proactive outlook, showing ability to identify and take advantage of new opportunities.
* Dynamic and resilient, remaining calm under pressure
* Self-reflective and committed to personal and organisational development.
* Caring and compassionate
* Commitment to equality in opportunity and outcomes
* An effective ambassador for the charity.

Desirable:

* Knowledge of HM Forces and the armed forces community.
* Knowledge of services and resources available for adults with disabilities and sight loss.
* Teaching/Training qualification (CTP or equivalent) or willing to undertake training to obtain
* Qualified Best Interest Assessor.
* Training/Coaching Qualification
* Working within the armed forces community.
* Experience of writing and implementing operational policies and procedures.

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.