



Job Description

Title:	Safeguarding Manager
Accountable to:	Director of Housing
Responsible for:	Safeguarding representatives
Location:	Hybrid, with travel to services across the UK as requires
Contract Information:	Permanent 28 Hours
Salary:	£40K pro rata (£32K for 28 Hours)
Benefits:	25 days holiday plus bank holidays (pro-rotas for part-time contracts) Pension Scheme Flexible working arrangements Birthday leave after 1 years' service Paid mileage for travel to locations other than base location Access to Employee Assistance Program
Internal Relationships:	• Director of Housing • CEO • Senior Leadership Team • Operational Leadership team and Service Managers • Safeguarding Representatives • Housing teams • Helpline & Counselling teams • Help Centres and Outreach teams • Retail and Volunteer Teams • HR Team • Estates Team • Compliance and Quality Functions • IT and Systems Team • All Staff and Volunteers
External Relationships:	• Local Authority Children's Services • Adult Social Care Teams • Multi-Agency Safeguarding Hubs (MASH) • Local Safeguarding Children Partnerships (LSCPs) • Safeguarding Adults Boards (where appropriate) • Police Safeguarding Teams • Probation Service • NHS Trusts and Integrated Care Boards (ICBs) • Midwives, Health Visitors and Community Nursing Teams • CAMHS and Adult Mental Health Services • Domestic Abuse Services • Substance Misuse Services • Housing Associations and Local Authority Housing Teams • Family Support Services • Refuge and Homelessness Services

	• Early Help Teams • Schools, Colleges and Early Years Providers (where relevant) • GP Practices and Primary Care Networks • Independent Safeguarding Consultants • Charity Commission (where safeguarding reporting is required) • Disclosure and Barring Service (DBS) where appropriate • Professional safeguarding networks and forums • Other charities and voluntary sector organisations supporting vulnerable adults, children and families.
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Main Purpose of Job

To lead and oversee safeguarding across Life, ensuring that children, young people and adults at risk are protected through robust safeguarding practice, effective case oversight and a culture of continuous learning.

The Safeguarding Manager will provide strategic and operational leadership for safeguarding across all areas of the charity including Housing, Helpline, Counselling, Outreach & Help Centres, Retail, National Office and volunteer activities.

The postholder will ensure safeguarding concerns are managed consistently in line with legislation, statutory guidance, organisational policy and best practice. They will provide oversight of safeguarding representatives, monitor safeguarding quality, identify organisational risks and support managers in making safe and proportionate decisions.

The role is responsible for ensuring that safeguarding remains embedded throughout the organisation and that Life maintains high standards of safeguarding governance.

Key Responsibilities

Safeguarding Leadership

- Lead safeguarding practice across the organisation.
- Act as the organisation's operational safeguarding lead.
- Promote a positive safeguarding culture throughout Life.
- Ensure safeguarding remains central to all services and operational decision making.
- Provide professional safeguarding advice to senior managers and operational teams.
- Support the Director of Housing with safeguarding strategy and organisational assurance.

Safeguarding Case Oversight

Provide oversight of all safeguarding concerns across Life by:

- Reviewing safeguarding referrals.
- Ensuring risk assessments are appropriate and proportionate.
- Monitoring safeguarding plans.
- Reviewing complex or high-risk cases.
- Ensuring appropriate escalation where required.
- Supporting safeguarding representatives with difficult decision making.
- Identifying themes and recurring safeguarding risks.
- Monitoring safeguarding outcomes.

The postholder will not necessarily hold all safeguarding cases directly but will ensure that safeguarding representatives manage them appropriately and consistently.

Management of Safeguarding Representatives

- Line manage the organisation's Safeguarding Representatives.
 - Hold regular case supervision meetings.
 - Review safeguarding decision making.
 - Monitor workloads.
 - Ensure consistent safeguarding standards across all services.
 - Coach and develop safeguarding representatives.
 - Identify training and development needs.
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Safeguarding Governance

Maintain effective safeguarding governance by:

- Monitoring compliance with safeguarding policies.
- Reviewing safeguarding audits.
- Producing safeguarding reports for Senior Leadership Team and Trustees.
- Monitoring safeguarding KPIs.
- Identifying organisational risks.

- Supporting external inspections where required.
 - Ensuring learning from safeguarding incidents is embedded across the organisation.
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Patronus Safeguarding System

Take operational ownership of the safeguarding management system by:

- Monitoring safeguarding cases.
 - Ensuring accurate case recording.
 - Monitoring actions and review dates.
 - Producing reports and data.
 - Supporting users.
 - Maintaining system quality and consistency.
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Policy Development

- Review safeguarding policies and procedures.
 - Ensure policies reflect current legislation and best practice.
 - Develop guidance documents.
 - Support implementation of safeguarding improvements.
 - Lead on lessons learned following safeguarding reviews.
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Training

Develop and deliver safeguarding training including:

- New starter safeguarding induction.
 - Refresher training.
 - Role-specific safeguarding guidance.
 - Safeguarding Representative development.
 - Advice for managers dealing with safeguarding concerns.
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Multi-agency Working

Develop effective relationships with:

- Local Authorities
- Children's Services
- Adult Social Care
- Police
- NHS
- Housing providers
- Domestic Abuse services
- Mental Health services
- Other safeguarding partners

Represent Life appropriately within safeguarding partnerships where required.

Quality Assurance

Develop and maintain quality assurance processes including:

- Safeguarding audits.
- Case file reviews.
- Compliance monitoring.
- Action tracking.
- Learning reviews.
- Trend analysis.

Ensure safeguarding practice remains compliant with:

- Children Act
 - Care Act
 - Working Together to Safeguard Children
 - Keeping Children Safe where applicable
 - Housing Ombudsman expectations
 - Charity Commission guidance
 - Relevant safeguarding legislation.
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Organisational Responsibilities

- Champion Life's Values in all areas of work.
 - Maintain confidentiality.
 - Participate in organisational meetings.
 - Undertake continuing professional development.
 - Support continuous improvement across Life.
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Person Specification

Essential Knowledge

- Thorough understanding of UK safeguarding legislation.
 - Excellent knowledge of safeguarding adults and children.
 - Understanding of risk assessment.
 - Knowledge of multi-agency safeguarding processes.
 - Understanding of trauma-informed practice.
 - Understanding of professional boundaries.
 - Knowledge of safeguarding governance.
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Essential Experience

- Significant safeguarding experience.
 - Experience of managing safeguarding cases.
 - Experience supervising safeguarding practitioners.
 - Experience working within multi-agency safeguarding frameworks.
 - Experience developing safeguarding policy.
 - Experience delivering safeguarding training.
 - Experience producing reports for senior leaders.
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Desirable Experience

- Experience within supported housing.
- Experience within charity or voluntary sector.
- Experience within health or social care.

- Experience using electronic safeguarding case management systems (such as Patronus).
 - Experience of audit and quality assurance.
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Essential Skills

- Excellent judgement.
- Strong analytical skills.
- Ability to make balanced safeguarding decisions.
- Excellent written communication.
- Excellent verbal communication.
- Ability to influence senior stakeholders.
- Strong organisational skills.
- Ability to remain calm under pressure.
- Ability to manage sensitive information.
- Excellent supervision and coaching skills.
- High attention to detail.

Key Performance Indicators

The postholder will be measured against:

- Timeliness of safeguarding case reviews.
- Quality of safeguarding records.
- Compliance with safeguarding procedures.
- Completion of safeguarding actions within agreed timescales.
- Quality assurance audit scores.
- Training compliance across the organisation.
- Safeguarding Representative supervision completed.
- Organisational safeguarding reporting delivered on time.
- Reduction in repeat safeguarding themes through organisational learning.
- Positive feedback from regulators, commissioners and partner agencies.

Corporate Behaviours

Life 2009 expects staff to:

- Work towards the charity's aims, objectives, ethical position and uphold its vision and mission.
- Operate in line with our core workplace values:
 - **Humanity** – All people are special and equal.
 - **Solidarity** – We are with you and for you.
 - **Community** – We are better together.
 - **Charity** – Doing good for one another.
 - **Common Good** – Building a better world.
- Demonstrate respect for others and value diversity.
- Act responsibly regarding the health and safety of themselves, colleagues, volunteers, service users and others affected by their work.
- Focus on clients, customers and volunteers, both internally and externally, at all times.
- Make an active contribution to the development and continuous improvement of the service.
- Recruit, induct, train, supervise, support and recognise volunteers within their area of responsibility, ensuring they are equipped to carry out their roles safely and effectively.
- Promote a positive volunteer experience and ensure volunteers are treated with dignity, respect and in accordance with Life's policies and procedures.
- Ensure volunteers understand and comply with relevant organisational policies, including safeguarding, health and safety, confidentiality and data protection requirements.
- Learn from, and share, experience and knowledge.
- Keep others informed of issues of importance and relevance.
- Consciously review mistakes and successes to improve performance.
- After appropriate training, act as an ambassador for the charity and always maintain professional standards.
- Use discretion and sensitivity and be aware of issues requiring total confidentiality.

- Demonstrate a flexible approach to work.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of personal data within the meaning of the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018, and as defined in relevant Life policies.

Additional Responsibilities for Staff Managing Volunteers

Employees will also be expected to:

- Plan and coordinate volunteer activities to support service delivery and organisational objectives.
- Provide appropriate supervision, guidance and ongoing support to volunteers.
- Monitor volunteer performance, attendance and wellbeing, addressing concerns promptly and appropriately.
- Maintain accurate volunteer records and ensure required checks, training and documentation are completed and up to date.
- Identify opportunities for volunteer development, engagement and recognition.
- Work collaboratively with the HR Team to ensure best practice in volunteer management.

Additional Expectations for Managers and Supervisors

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members and volunteers.
- Coach individuals to perform to the best of their ability.
- Delegate work to develop individuals in their roles and realise their potential.
- Provide support, feedback and guidance to all team members and encourage work/life balance.
- Ensure volunteers working within their teams are appropriately supervised, supported, recognised and included in team communications and development opportunities where appropriate.
- Take overall responsibility for ensuring volunteer involvement is safe, effective and aligned with organisational policies and standards.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Person Specification

Post Title:	Safeguarding Manager
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Abilities and Attributes

The Safeguarding Manager will play a critical role in ensuring that everyone who comes into contact with Life is protected, listened to and supported appropriately. By embedding high-quality safeguarding practice across every service, the postholder will help ensure Life remains a safe, compassionate and trusted organisation, living out its values of Humanity, Solidarity, Community, Charity and the Common Good while supporting women, families and children with dignity, professionalism and care.

<u>Skills Characteristics</u>	<u>Essential</u>	<u>Desirable</u>
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	√	
Committed to the vision, mission and values of the charity	√	
Highly professional and confidential approach	√	
Ability to be proactive and take the initiative	√	
Highly organised with the ability to organise others	√	
A growth mindset; curious, proactive and open-minded to allow growth	√	
Excellent judgement.	√	
Strong analytical skills.	√	
Ability to make balanced safeguarding decisions.	√	
Excellent written communication.	√	
Excellent verbal communication.	√	
Ability to influence senior stakeholders.	√	
Strong organisational skills.	√	
Ability to remain calm under pressure.	√	
Ability to manage sensitive information.	√	
Excellent supervision and coaching skills.	√	
High attention to detail.	√	

Experience, Knowledge and Qualifications

Strong communication skills, both written and verbal	√	
Ability to analyse data and produce clear reports	√	
Confident in working independently and making sound judgements	√	
Experience of working within a charity or voluntary sector		√
Experience of working with/ managing volunteers		√
Professional qualification in Social Work, Nursing, Youth Work, Education, Health, Housing, Criminal Justice or another relevant safeguarding profession or equivalent demonstrable safeguarding experience.	√	
Level 3 Safeguarding	√	
Advanced Safeguarding qualification (Level 4/5 or equivalent).		√
Safeguarding Trainer qualification.		√
Management qualification.		√

Personal

Committed to the vision, mission, and values of the charity	√	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	√	
Dynamic	√	
Ambitious	√	
Ability to work on own initiative	√	
Handles pressure of meeting deadlines and supports others where possible	√	
Motivated	√	
Commitment to own personal and professional development	√	
Ability to motivate others and work as part of a team	√	

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