

## **Job Profile Information: Screening Officer - Multi-Agency Safeguarding Hub (MASH)**

**This supplementary information for Screening Officer - MASH is for guidance and must be used in conjunction with the Job Family Social Care at Level 2 Zone 2**

### **Camden Way Category 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

The post holder will be required to work with multi-agency referrals and appropriately screen and allocate referrals to colleagues in line with the correct local procedures.

#### **Example outcomes or objectives that this role will deliver:**

- Screening all incoming telephone calls: Dealing with queries from other professionals, putting calls through to social workers in MASH Team; advising caller if the service will not be able to help them, taking referrals received via telephone from members of the public; taking telephone messages if a MASH worker is on the phone.
- Ensure all safeguarding referrals are managed promptly following the correct local procedures.
- To provide a professional, proactive, customer focussed business administration service to the organisation, enabling services to meet their statutory and legal obligations and Camden Plan objectives.
- Ensure oversight is maintained of MASH inbox and emails are responded to and actioned within the required timescales.
- Process all written incoming referrals and requests for information, including police reports by creating people on the Framework-i system and ensuring information is up-to-date, creating CSF Contact Records and uploading referral documents
- Manage MASH inbox and e-mails where needed.
- Screen safeguarding screening and pass S42 enquiries to relevant service area accordingly
- Allocate referrals to workers as required and directed by the Team Manager

#### **People Management Responsibilities:**

None specific although open to mentoring and advising new staff members when they enter the team.

## **Relationships:**

- Developing and maintaining excellent working relationships with staff in the local authority, service users, carers, families, the public and the wider community networks, which will include the Police, Health and Mental Health Trust.
- Working collaboratively with staff in the local authority as well as local community groups, and service users to ensure vulnerable people are adequately protected and relevant information is shared.
- To build strong relationships with specialists, support groups and networks to strengthen support available to service users and their families

## **Work Environment:**

Office based, but majority of contact with service users will be in the community, in their own homes.

## **Technical Knowledge and Experience:**

- Knowledge of IT systems; MOSAIC, Carenotes, Citrix, and Datix, and any other databases relevant to Safeguarding in local authority. Previous knowledge is not essential, training will be provided.
- Have a sound understanding data protection legislation and sharing of information in a multi-agency environment.
- Display sound professional judgement and work collaboratively to measure performance, monitor outcomes, anticipate risks and issues, which may create barriers to improving safeguarding, and enhance service delivery in an integrated way across all social care services
- Have comprehensive understanding and experience of working with relevant legislation in Adult Social Work settings including the Care Act, Mental Capacity Act, and Mental Health Act.
- Have excellent risk assessment skills; be skilled at analysis of complex information within referrals.
- Able work on own initiative, and to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards, with minimum supervision
- Experience of providing informed advice to senior managers and other decision makers, including presentation of reports
- Experience of data and financial analysis

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)