

Post Title: Multi-Agency Safeguarding Hub (MASH) Co-ordinator AA3767

Grade: N11

Responsible To: Service Manager – Initial Contact, Referral and Assessment

Responsible For: Staff of the service

Job Purpose: To lead on the continued development of MASH and EDT, providing a seamless response to all safeguarding concerns to Children's Social Care as a single point of contact.

Main Duties: The following list is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

Principal Accountabilities:

Corporate

- 1 To participate in, or lead, corporate projects and assignments as required.

Directorate

- 2 To collaborate with, and support, the Director in meeting the directorate's business and service objectives.
- 3 To co-ordinate the initial response to Rapid Response and Complex Abuse investigations.
- 4 To manage the development and interface of the MASH and EDT with other operational teams.
- 5 To continuously develop and implement a performance management and quality assurance framework that addresses opportunities for multi-agency learning and challenges partner agencies on specific issues to ensure a culture of continuous improvement is embedded.
- 6 To establish high quality customer service practices through rigorous monitoring processes and ensure customer feedback informs service development.
- 7 To manage the response to families who have no recourse to public funds.
- 8 To manage the staff, budget and activities of the MASH in order to meet its service and financial objectives.
- 9 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

- 10 To meet with service users as required, either face to face or by telephone.

External

- 11 To lead on a co-ordinated multi-agency response to safeguarding concerns maximising the available skills, experience and intelligence offered by all located members and partners.
- 12 To lead on the promotion of MASH and EDT to ensure there is a common understanding of thresholds and processes including support and challenge to partner agencies as appropriate.
- 13 To respond to emergency planning and disaster recovery emergencies when necessary.