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**Senior Safeguarding Case Officer**

**Job description**

**Together we are help and hope for everyone living with dementia**

**Who we are**

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.

**Our values**

**Dementia is the biggest health and social challenge of our time.**

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer’s Society we’re working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We’re here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK’s largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

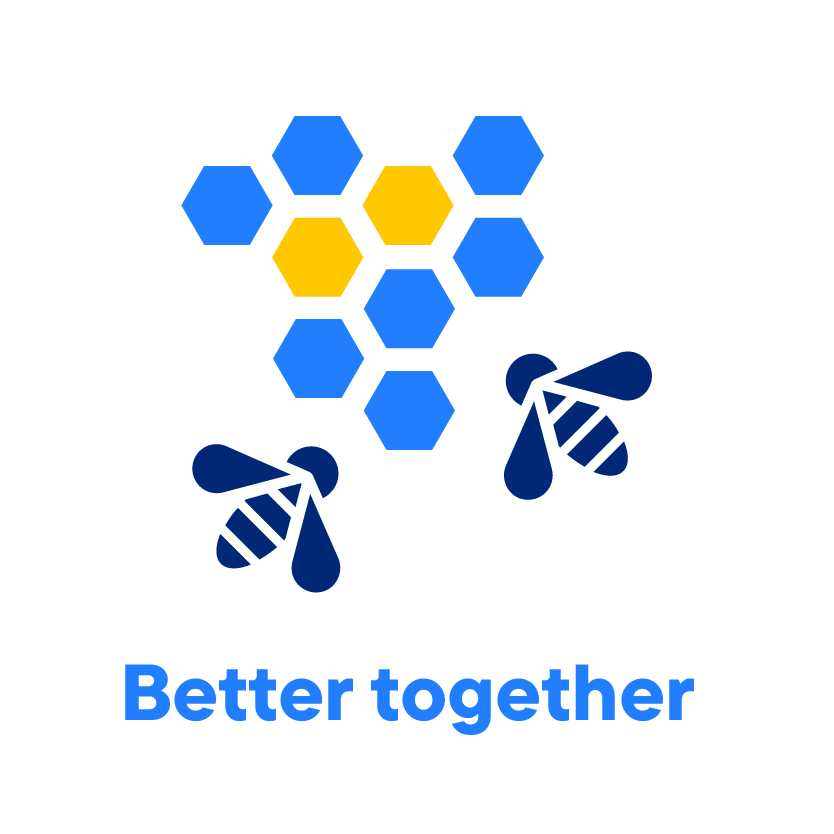
**Together we are help and hope for everyone living with dementia.**



**We’re passionate, we’re focused and we make a lasting impact for everyone living with dementia.**



**We’re listening, we’re learning and we use experience and evidence.**



**We’re open, we combine our strengths and we achieve more together.**



**We’re kind, we’re honest and we don’t shy away from challenges.**

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer’s Society.

**Position in the Organisation**

**Senior Safeguarding Case Officer**

Reports to the Safeguarding Case Manager  
Member of our Compliance and Practice Team.  
Part of our Dementia Support and Partnerships directorate.

**Purpose of this Role**

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

**We are looking for an exceptional individual who will support a team and direct a team of Safeguarding Case Officers to deliver a case management and consultation function across the Society, ensuring that people at risk are supported to remain safe and have timely access to appropriate support and intervention, in line with legislative requirements and good safeguarding practice.**

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A Trusted Expert** who believes in working **Better Together** and demonstrates true **Compassion**.

**Key Accountabilities and Responsibilities**

**Safeguarding case work and consultation**

* Working collaboratively with the other Senior Safeguarding case officers to deliver best practice in the Society’s safeguarding management process.
* Ensuring the delivery of high-quality safeguarding advice, guidance, and support to our people, enabling the provision of excellent, safe, and responsive services to people affected by dementia and those children, young people, or adults identified to be at risk.
* Managing, triaging, and allocating cases across the team as part of a rolling duty rota (including participating in an out of hours duty rota as required).
* Managing all cases rated Green and Grey.
* Providing direct best practice support and guidance to Safeguarding Case Officers through the application of expert advice.
* Holding a safeguarding caseload, as required, which includes direct case work of the most complex cases.
* Participating in an out of hours duty rota as required
* Deputising for the Safeguarding Case Manager as required, including supporting with allegation management and concerns relating to employees and volunteers.

**Quality assurance activities**

* Completing safeguarding audits and quality assurance of the Safeguarding Case Management team.
* Completing activity to support fact finding and investigation of incidents and serious incidents relating to safeguarding. Working collaboratively with relevant stakeholders including external and internal parties to ensure a joined-up approach and appropriate, relevant and proportionate information sharing.
* Supporting the Safeguarding Case Manager in the delivery of Safeguarding reviews of serious incidents.
* Engaging with external agencies to contribute to Local Authority Safeguarding Reviews, as required.

**Continual service improvement activities**

* Supporting activities relating to a Services quality of practice review framework. Undertaking case file audits as required, and ensuring learning is translated into meaningful improvements for services.
* Analysing data to identify areas of safeguarding good practice and areas where improvement is required and using agreed mechanisms to share learning and good practice across Services.
* Supporting the development of SMART improvement plans, measuring successes, and monitoring implementation.

**We are looking for someone who can…**

* Adhere to all the Society’s service standards, policies and procedures.
* Comply with the data protection regulations, ensuring that information on clients remains confidential.
* Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
* Work in a manner that facilitates inclusion, particularly of people with dementia.
* Implement the Society’s health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
* Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
* Follow the Society’s management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

**Person Specification and Selection Criteria**

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| --- | --- | --- |
| **Skills & Knowledge** | **Essential (E) or Desirable (D)** | **Application (A) or Interview (I)** |
| * Relevant professional qualification in social care or health sector, educated to degree level   or equivalent experience in a related field. | D | A |
| * A minimum of 1 year experience of working in direct practice and management of triage of cases within a safeguarding field across health, social care organisation or a charity, or relevant experience. | E | A/I |
| * Experience of undertaking quality assurance activity and audits | E | A |
| * Experience of developing information and learning products/programmes in relation to safeguarding good practice (and safeguarding related topics) | D | A |
| * Competency in using Microsoft office applications and databases | E | A |
| * Competency in using data and applying strong analytical skills | E | A |
| * Experience of working on own initiative including planning, time management and attention to detail | E | A I |
| * Strong interpersonal presentation, promotion and communication skills | E | A I |
| * Able to work as part of a geographically dispersed team; including the ability to use appropriate technology to engage, communicate and collaborate with colleagues | E | A I |
| * Able to demonstrate sound judgement based on evidence, knowledge and understanding | E | I |
| * Able to commit to some occasional travel across the country, including for team days. | E | A |
| * Demonstrates a good knowledge and understanding of dementia and able to champion the diverse needs of people affected by dementia | E | A/I |
| * Encourages positivity and takes a proactive, solution-focussed, strength-based approach | E | I |

|  |  |  |
| --- | --- | --- |
| **Competencies & Personal Attributes** | **Essential (E) or Desirable (D)** | **Application (A) or Interview (I)** |
| Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves. | E | A/I |
| Be a self-starter and incredibly motivated. | E | A/I |
| Excellent organisational and timekeeping skills. | E | A/I |
| Excellent attention to detail. | E | A/I |
| Non-judgemental communication | E | A/I |
| Commitment to and understanding of equal opportunities | E | A/I |
| Understanding of the inclusion agenda and its relevance within a diverse society | E | A/I |

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)

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