

Safeguarding Case Officer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

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 of 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.



Determined to make a difference

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



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

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



Compassionate

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.

Safeguarding Case Officer

Position in the organisation

Reports to the Senior Safeguarding Case Officer

Member of our Compliance and Practice team.

Part of our Dementia Support and Partnerships directorate.

Purpose of this role

At Alzheimer's Society 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 with dementia and their carers.

We are looking for an exceptional individual who will be part of a team of Safeguarding Case Officers delivering 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

- Holding a safeguarding caseload and participating in a rolling duty rota, including participating in an out of hours duty rota as required, which responds to requests for safeguarding case work and to consultations and advice in respect of best practice relating to safeguarding concerns.
- 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.
- Completing safeguarding case work audits and quality assurance, as required, to assess compliance and the quality of safeguarding processes across Services, pro-actively providing relevant and strength-based feedback to managers and practitioners highlighting best practice and areas for improvement.
- Act as a point of contact for answering to safeguarding queries relating to safeguarding allegations and concerns.

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 within 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

Skills & knowledge	Application (A) or Interview (I)
Experience of working within a safeguarding framework: an understanding of safeguarding and associated legislation, including the Care Act 2014, Mental Capacity Act 2005 and Safeguarding Vulnerable Groups Act 2006 and an ability to relate them to practice.	A, I
Experience of undertaking quality assurance activity and audits	A
Competency in using Microsoft office applications and databases	A
Competency in using data and applying strong analytical skills	A
Experience of working on own initiative including planning, time management and attention to detail	A
Strong interpersonal presentation and communication skills	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	A
Able to demonstrate sound judgement based on evidence, knowledge and understanding	I
Able to commit to some occasional travel across the country, including for team days.	A
Demonstrates a good knowledge and understanding of dementia and able to champion the diverse needs of people affected by dementia	A, I
Works in an inclusive and collaborative way, regularly seeks to learn and improve how things are done	A, I
Encourages positivity and takes a proactive, solution-focussed, strength-based approach	I

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

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**

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave