



Service Leader, Multi-Agency Safeguarding Hub (MASH)

Salary: Band 13, £60,906 - £68,200 Per annum

Hours: 37 hours per week

Contract: Permanent

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment. It is also committed to promoting quality childcare across the City that works to improve outcomes for children.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

Every post is subject to PCC and Portsmouth Safeguarding Children's Partnership safer recruitment procedures.

Why would you come to work at Portsmouth?

The Children, Families & Education Service provide social work/care support and intervention with children, young people and their parents/carers. This includes Children in Need of Support, Protection and Care, including Care Leavers, Children with Disabilities and young people who offend and/or are at risk of exploitation. The service also provides a range of placement options for children who are in the care of the local authority including foster care and residential care, adoption and other care arrangements with Special Guardians and Connect Persons.

We continue to provide significant investment in social work with children, young people and their families to make this a reality, and we are looking to recruit a motivated and experienced leader to our newly developed Head of Adolescent and Young Adults role who can lead on this work and take the service on its journey to 'Outstanding'.

In 2016, Portsmouth chose restorative practice as 'the way we work with families'. The city continues to be committed to embedding the language, practice and principles of restorative practice: working with, fair process, high support: high challenge. Restorative practice also reflects and informs the way we work together as professionals within and across agencies. In our Children and Families Service this approach is supported by a Family Safeguarding-based approach, which provides a solid evidenced based foundation on which to develop our workforce by giving them the opportunity to work as part of a multi-disciplinary service, aimed at supporting parents to change so children can remain living safely within their families.

Judged 'Good' by Ofsted in 2018, we are now striving towards becoming an 'Outstanding' service and are committed to promoting a 'think family' approach to safeguarding and reunification in Portsmouth.

In their inspection September 2018, Ofsted recognised our innovative practice, positive workforce and child centred practice:



- "The local authority's approach to improvement is reflective and systematic....The participation of and direct work with children and families are key strengths.... Children are at the heart of social work practice"
- "Staff report that they are well supported and are positive about working in Portsmouth. Morale across the workforce is good"

What is this role?

You will lead and manage a service dedicated to ensuring the welfare and safety of children and families in the Portsmouth area. The purpose of the Multi Agency Safeguarding Hub (MASH) is to improve the quality of information that is shared between professionals in order to make timely and informed decisions about risk based on accurate and up to date information.

You will be responsible for the overall management of the MASH. Managing a team comprised of Four Team leaders, Five (3.8 FTE) Social Workers, Three Early Help practitioners, Four Tier 2 Co-ordinators. You will work in partnership with Police and health as key partners in the MASH and support engagement of other agencies in the MASH.

You will be responsible for ensuring the MASH Operational Management Board in run effectively and efficiently and the communication link between this and the MASH Strategic Board in maintained for governance.

You will have oversight and/or participation in:

- A Police Daily Management Meeting
- MARAC - Multi-Agency Risk Assessment Conference
- MAPPA - Multi-Agency Public Protection Arrangement
- MET - Missing, Exploited & Trafficked
- YOT (Early Help processes) - Youth Offending Team
- Channel Panel

Actively engage the voice of social work, children, and their families in service planning.

Support the development and delivery of action plans resulting from external inspection (Ofsted).

The role will need to drive continuous improvement and will play a critical part in risk management.

The ability to build strong relationships within and with partners is critical. Be able to work with partners and see thru their lens as well as our own to support a healthy, well-functioning and safe team.

You will provide high support and challenge to practitioners, managers, and senior leaders to ensure the delivery of best practice and service delivery. You will manage and contribute to practice learning arrangements across the Children and Families Service. You will champion innovation work underpinned by a strong culture of continuous improvement.



Duties include:

- To lead a service of team leaders, social workers and alternatively qualified professionals to safely manage the front door for children and family services. Allocation of families to appropriate tier of support and being able to reach out across the children's workforce to offer advice and guidance.
- This includes:
 - Workforce development
 - Performance management
 - Compliance with statutory guidance and local policies and procedures
 - Quality improvements
 - Budget management
- The Service Leader will ensure all statutory requirements are met in the delivery of social work services to children and that these are delivered to a high standard.
- The Service Leader will supervise Team Leaders and assist with complex decision-making processes about social work intervention including initiating child protection enquiries and taking decisive action to make sure children are safeguarded.
- The Service Leader will work with a range of partner agencies including Health, Education, Police, Housing and Community/ Voluntary Services to coordinate, plan, commission and deliver services to vulnerable children in Portsmouth. This is necessary to meet the statutory requirements as defined in the Children Act 1989 and Children Act 2004.
- The Service Leader will work with PCC departments in relation to Staffing, Training, Service Development, Budget Management, and IT issues.
- In terms of case management, the Service Leader will promote timely and accurate case recording and monitor the timeliness of response through the MASH.
- In terms of staff management, the Service Leader will oversee all areas of performance, staff development, supervision, appraisal, implementation of departmental policies and promoting staff well-being.
- The Service Leader will work creatively and flexibly within the resources available. Statutory guidance and local policies and procedures assist decision making, but the role requires a high level of experience and judgement to ensure standards and best practice are applied. The Service Leader is required to have a good research knowledge and ability to ensure the safe delivery of services by a capable and competent workforce.
- The Service Leader has overall responsibility for casework, performance/budget management and staff development in their service. The Service Leader will support Team Leaders with decision making in crisis situations. The Service Leader will support with preparation work for relevant decision making/resource. The Service Leader is required to work with a high level of autonomy.



- To model and promote a restorative, strengths based, 'think family' safeguarding approach to working with children and their families.
- The Service Leader will promote and support embedding the Family Safeguarding Model within the team.
- Support the HIPS (Hampshire, Isle of Wight, Portsmouth & Southampton) Safeguarding Partnership Exploitation work.
- Work with the Performance and Information Team, to support the analysis of all available data and other information to ensure that council resources to support children and families is well targeted.
- Promote and model a culture of 'professional curiosity' within the service.
- The post holder will need to engage effectively with colleagues, stakeholders, partner agencies, and with children, young people and carers. Highly effective partnership working at both strategic and operational levels is critical to the success of the MASH.
- Respond to correspondence as required e.g., complaints, parental guidance, elected member queries, freedom of information requests, etc.

Who is the person?

An outstanding individual who understands the value of social work intervention with vulnerable children, young adults and their families, and who has substantial experience of management.

You need to:

- Have a Social Work Diploma/Degree/MSc (or equivalent) and be Social Work England registered.
- Have extensive experience of working in Children's Services at a practitioner and management level.
- Be a confident and competent leader, manager and supervisor and be able to model the values and behaviours that are consistent with delivering our vision.
- Have an excellent working knowledge of relevant legislation and statutory frameworks.
- Have an ability to bring together different disciplines and organisations and work towards a common aim and service improvement.
- Take an active role in contributing to the development of an integrated model and address any challenges that arise as part of the change management process.
- Support the organisation/partnership through a period of culture change and broker arrangements with key stakeholders to promote understanding and partnership responsibilities.
- Be a collaborative leader to help develop multi-agency practice so that all stakeholders understanding the need to modify practice approaches and transform the service.



- Have the ability to use statutory procedures and local standards/processes to inform good practice and service delivery.
- Have demonstrable experience of performance management and a proven ability to deliver results in respect of improving services and assuring the quality of practice.
- Have the ability to enable and promote learning and development, through providing advice, guidance and support, by facilitating action learning sets, restorative meetings, reflective practice sessions, supervision and/or training etc.
- Be able to demonstrate an appropriate use of authority and to be able to support, challenge and scrutinise professional practice to improve outcome for families.
- Be able to take responsibility for self-directed learning and evidence effective professional growth and development by being evidence and research informed and knowing what works and what good looks like.
- Be able to manage stress and assist others in developing strategies for prioritising work and balancing competing demands/pressures to promote wellness in work.
- Be able to contribute to staff development through coaching and mentoring.
- Have good organisational and communication skills, including an excellent standard of written and spoken English, plus strong IT and analytical practice and performance skills
- Demonstrate a healthy professional curiosity and generosity of spirit to ensure that vulnerable people receive support and intervention to be safe, well, valued and respected
- Have a good working knowledge and experience of promoting anti-discriminatory practice and addressing equality of opportunity issues
- Be clear about information sharing standards, expectations regarding informed consent and the legislation that underpins this.
- Engage with service users, partners, staff and senior leaders/elected members in a manner that is clear, open, honest and helpful.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.