



## Role Profile

### C2015 SO1 Lighthouse Safeguarding Unit Team Leader

#### Role Description

To supervise a team responsible for being the primary point of contact for victims and witnesses, working closely with other departments, local policing areas and partner agencies to ensure the right support, guidance and information is provided. Oversight of the tactical delivery of safeguarding practices and multi-agency referrals and information sharing in accordance with related legislation and effective management of complex cases. To support and lead the team to ensure the service provided to victims, witnesses and individuals in need of safeguarding and protection is seamless, end to end and meets their individual needs. To work collaboratively with LSU Team Leaders across the force to develop constancy of approach and service improvement.

Please note that the postholder may be exposed to material of a distressing nature.

#### Main Responsibilities

- Supervise a team of Victim and Safeguarding Officers, including responsibility for welfare, development, performance issues and workload management.
- Oversee, attend and where required, chair multi agency meetings at strategic level, representing the constabulary in ensuring appropriate legislative and best practice processes are followed in relation to victims, witnesses, vulnerable adults and child protection cases.
- Engage in strategy and Multi Agency Safeguarding Hub meetings with partners in line with current force policy.
- To prepare strategies and safety plans to enable progress to be monitored in line with Public Protection priorities
- Record, update and refer information in line with legal requirements and force policy
- Oversee the risk, need assessment process to ensure victims, witnesses and vulnerable individuals' needs are met, cases are accurately managed and safeguarding concerns progressed in accordance with policy.
- Ensure that all enquiries and complaints are progressed to a satisfactory conclusion and in liaison with multi agency partners where required.
- Triage and review referrals into the unit and out of the unit for quality and adherence to policy purposes.
- Utilise performance gathering systems as required to help monitor performance against agreed key performance indicators.
- Work collaboratively with partners to improve the overall service levels to victims and witnesses.
- Support the implement of new initiatives and policy changes and ensure compliance and consistency across the team.
- Liaise with other team leaders and senior managers across the 4 Directorates advising on best practice, new legislation and policy.
- Act as a point of contact for investigative partners; providing guidance and direction in problem solving complex issues in line with a One Team approach.
- Attend and brief relevant meetings, including representing Victims and Safeguarding Area Managers in their absence.

#### Rank\Scale

SO1

#### Reports To

C2014 PO 6-9 Lighthouse Safeguarding Unit Area Manager

#### Supervisory Responsibility

Victims and Safeguarding Officers

#### Additional Information



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Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

#### **Reasonable adjustments**

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

#### **Additional Responsibilities:**

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

#### **Security Vetting:**

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

### Experience and Qualifications

- The postholder must be able to lead, supervise and motivate a team with the ability to manage conflict and challenge underperformance and behaviours. They must also have excellent interpersonal skills, including good verbal and written communication.
- The postholder must have the ability to work in a team and have effective decision making skills, with the ability to remain objective, impartial and professional, together with being able to manage demand, prioritise and multi task.
- Experience of working collaboratively with and influencing partner agencies (including statutory agencies as well as voluntary/community organisations) is essential.
- A thorough understanding of Victim Code of Practice, Witness Charter and other guidance and legislation around care and support for victims and witnesses is also essential. It would be desirable to have an understanding of Safeguarding and Criminal Justice procedures and processes.
- The postholder will be empathetic, sensitive, resilient and assertive where appropriate, with an innovative attitude and will have excellent IT skills including the ability to use and update a wide range of computer systems.
- The postholder must be able to travel around the force area to work at different locations as required and to work on evenings and at weekends

This post has been designated as requiring the following vetting levels in accordance with the 'Vetting Code of Practice' and the 'Authorised Professional Practice on Vetting' - Police Recruitment Vetting (RV)

### Shortlisting

#### **SHORTLIST**

#### **Criteria relevant to the job**

#### **ESSENTIAL**

#### **Requirements necessary for safe and effective performance in the job**



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#### **ADDITIONAL/USEFUL**

**Where available, elements that contribute to improved/immediate performance in the job**

#### **Qualifications**

#### **Experience**

Be able to lead, supervise and motivate a team with the ability to manage conflict and challenge underperformance and behaviours

EE1

Have an understanding of Safeguarding and Criminal Justice procedures and processes

EA1

Ability to work in a team and have effective decision making skills, with the ability to remain objective, impartial and professional, together

EE2

Able to manage demand, prioritise and multi task

EE3



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Ability to work collaboratively with and influencing partner agencies (including statutory agencies as well as voluntary / community organisations)

EE4

A thorough understanding of Victim Code of Practice, Witness Charter and other guidance and legislation around care and support for victims and witnesses

EE5

Ability to be empathetic, sensitive, resilient and assertive where appropriate, with an innovative attitude

EE6

Have excellent IT skills including the ability to use and update a wide range of computer systems.

EE7

Be able to travel around the force area to work at different locations as required and to work on evenings and at weekends

EE8



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#### Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I take into account individual needs and requirements in all of my actions</li> <li>• I understand that treating everyone fairly does not mean everyone is treated the same</li> <li>• I always give people an equal opportunity to express their views</li> <li>• I communicate with everyone, making sure the most relevant message is provided to all</li> <li>• I value everyone's views and opinions by actively listening to understand their perspective</li> <li>• I make fair and objective decisions using the best available evidence</li> <li>• I enable everyone to have equal access to services and information, where appropriate</li> </ul>	No
Core Values	Integrity	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations</li> <li>• I am open and responsive to challenge about my actions and words</li> <li>• I declare any conflicts of interest at the earliest opportunity</li> <li>• I am respectful of the authority and influence my position gives me</li> <li>• I use resources effectively and efficiently and not for personal benefit</li> </ul>	No
Core Values	Public Service	Supervisory/Middle Manager	Behaviours: <ul style="list-style-type: none"> <li>• I act in the interest of the public, first and foremost</li> <li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times</li> <li>• I seek to understand the needs of others to act in their best interests</li> <li>• I adapt to address the needs and concerns of different communities</li> <li>• I tailor my communication to be appropriate and respectful to my audience</li> <li>• I take into consideration how others want to be treated when interacting with them</li> <li>• I treat people respectfully regardless of the circumstances</li> <li>• I share credit with everyone involved in delivering services</li> </ul>	No



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Core Values	Transparency	Supervisory/Middle Manager	Behaviours:	No
			<ul style="list-style-type: none"> <li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others</li> <li>• I am clear and comprehensive when communicating with others</li> <li>• I am open and honest about my areas for development and I strive to improve</li> <li>• I give an accurate representation of my actions and records</li> <li>• I recognise the value of feedback and act on it</li> <li>• I give constructive and accurate feedback</li> <li>• I represent the opinions of others accurately and consistently</li> <li>• I am consistent and truthful in my communications</li> <li>• I maintain confidentiality appropriately</li> </ul>	
Intelligent, Creative and Informed Policing	We analyse critically	Supervisory/Middle Manager	<p>I ensure that the best available evidence from a wide range of sources is taken into account when making decisions.</p> <p>I think about different perspectives and motivations when reviewing information and how this may influence key points.</p> <p>I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary.</p> <p>I understand when to balance decisive action with due consideration.</p> <p>I recognise patterns, themes and connections between several and diverse sources of information and best available evidence.</p> <p>I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing.</p> <p>I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.</p>	No



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Inclusive, Enabling and Visionary Leadership	We are collaborative	Supervisory/Middle Manager	<p>I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions.</p> <p>I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve.</p> <p>I understand the local partnership context, helping me to use a range of tailored steps to build support.</p> <p>I work with our partners to decide who is best placed to take the lead on initiatives.</p> <p>I try to anticipate our partners' needs and take action to address these.</p> <p>I do not make assumptions. I check that our partners are getting what they need from the police service.</p> <p>I build commitment from others (including the public) to work together to deliver agreed outcomes.</p>	No
Resolute, Compassionate and Committed	We are emotionally aware	Supervisory/Middle Manager	<p>I consider the perspectives of people from a wide range of backgrounds before taking action.</p> <p>I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome.</p> <p>I promote a culture that values diversity and encourages challenge.</p> <p>I encourage reflective practice among others and take the time to support others to understand reactions and behaviours.</p> <p>I take responsibility for helping to ensure the emotional wellbeing of those in my teams.</p> <p>I take the responsibility to deal with any inappropriate behaviours.</p>	No



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Intelligent, Creative and Informed Policing	We are innovative and open-minded	Supervisory/Middle Manager	<p>I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing.</p> <p>I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population.</p> <p>I am flexible in my approach, changing my plans to make sure that I have the best impact.</p> <p>I encourage others to be creative and take appropriate risks.</p> <p>I share my explorations and understanding of the wider internal and external environment.</p>	No
Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Supervisory/Middle Manager	<p>I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context.</p> <p>I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform.</p> <p>I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support.</p> <p>I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.</p> <p>I keep track of changes in the external environment, anticipating both the short and long-term implications for the police service.</p> <p>I motivate and inspire others to achieve their best.</p>	No
Resolute, Compassionate and Committed	We take ownership	Supervisory/Middle Manager	<p>I proactively create a culture of ownership within my areas of work and support others to display personal responsibility.</p> <p>I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas.</p> <p>I am accountable for the decisions my team make and the activities within our teams.</p> <p>I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly.</p> <p>I actively encourage and support learning within my teams and colleagues.</p>	No

**NOS**





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NOS Unit	Unit Name	Unit Description