Job Description: On-Call Safeguarding Manager

About the Breastfeeding Network

The National Breastfeeding Helpline (NBH) is run by The Breastfeeding Network, in partnership with the Association of Breastfeeding Mothers (ABM). NBH provides independent and quality-assured information and support to breastfeeding mothers, parents and families and for anyone involved in a breastfeeding mother or parent’s care. Last year, almost 43,000 calls were made to the NBH and this figure is rising.

The Breastfeeding Network is a registered charity with a network of over 600 trained volunteers, with established projects in over 17 areas of the UK. Since being founded in 1997 we have remained free and independent of commercial influence and have abided by the World Health Organisation/UNICEF Code of Marketing of Breastmilk Substitutes and Subsequent Relevant World Health Assembly Resolutions.

Background of post

We are currently recruiting for a new and exciting pilot project; a staffed night-time element of the helpline extending our current opening hours to 24 hours per day.

We are looking for multiple internal candidates with the required skills, experience and availability to provide on call support during the night.

You will have allocated night-times on call where you must be available to take calls from staff on the night shift. We will also need to recruit candidates who are available to provide cover in the event of planned or unplanned leave. These arrangements will be kept under review to ensure that they meet the needs of the service.

All on-call Safeguarding Managers will be required to be available for 1 shift per week. All employment offers will be in line with BfN policies and the Working Time Directive.

# Main duties and work tasks:

The on-call safeguarding manager will have the following responsibilities:

To be available and focused to take calls during the night (between the hours of 9:30pm and 9:30am) from the Night Helpline Team members in the following situations:

* Regarding staff absences when procedures have failed or there is a significant length of time where a shift is uncovered, or a team member reports total service outage.
* Following a Red category call where a 999 call has been made by helpline team member, the call will be to inform the On-call Safeguarding Manager that a 999 call has been made and they will then need to provide follow up for the helpline team member.
* Following an Amber category call where there is a need to establish if this is the right category for the call and what actions are needed

Other duties include:

* In the case of service outage, or complete absence (zero team members taking calls) for any length of time to release pre prepared “service interruption” message/graphic on social media
* Handover to BfN Safeguarding lead, NBH@night Project Manager as appropriate following night-time call.
* If the service is at capacity, the On-call Safeguarding Manager may be required to document or phone through information to the emergency services.
* To contribute to and attend continuous professional development, where this is required by the service.

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

*To ensure that all callers can expect a consistently high quality standard of support, all On-call Safeguarding Managers will be required to confirm that they have working arrangements in place to allow them to fully focus on working responsibilities for the duration of on-call shift.*

Person Specification:

What we are looking for

**The following criteria will be used to help us assess candidates for this role.**

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| **Essential** |
| * Willingness to undertake safeguarding lead training
* Experience of line management/ team coordination at BfN
* Proven ability to manage boundaries between roles
* Experience of gathering information effectively and problem solving
* Demonstrable experience of working effectively with a diverse range of personnel from a wide range of backgrounds, cultures and experiences
* Knowledge of importance and application of the BfN’s code of conduct
* Knowledge of and commitment to BfN’s Equality and Diversity policy
* Knowledge of safeguarding policies and procedures for vulnerable adults and children.
* Ability to communicate effectively and accurately in English in a variety of ways (written, spoken, telephone, email, text, public speaking) with people at a variety of levels.
* Ability to work effectively as part of a virtual team
* Ability to stay calm when working in highly emotional and sensitive situations
* Good listening skills with the ability to triage
* IT skills as required for the role, including Microsoft 365 programs
* Ability to maintain records and write reports
* Capacity to be rota-ed for 1 shift a week. This must be in agreement with your current line manager and meet the Working Time Directive.
* We will only consider your application if you can provide routine availability for at least one shift where you are not working or if you can delay working the next day until the evening. In your expression of interest please state your availability and your job requirements for each of the following days.
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| **Desirable** |
| * Experience of working in a leading Safeguarding role
* Experience of managing safeguarding concerns through a virtual communication channels
* Safeguarding lead training within the last year
* Experience in providing support and guidance to staff or volunteers in managing safeguarding concerns
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