

JOB PROFILE

Job Title:	Assistive Technologies Welfare and Safeguarding Officer
Service Area:	Careline
Grade:	5
Reporting Manager:	Assistive Technologies Manager
Direct reports:	None

Job summary:

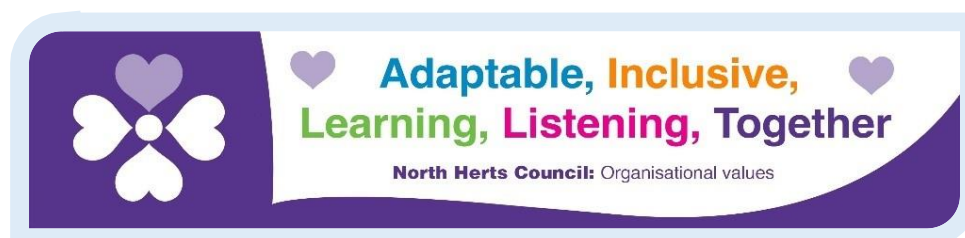
The Assistive Technology Welfare and Safeguarding Officer is responsible for identifying and responding to welfare concerns within the assistive technology programme. This role involves analysing data for anomalies that may indicate risks, conducting welfare visits, liaising with Adult Social Care, and ensuring safeguarding referrals are made appropriately. The officer will also work directly with clients facing complex needs, including cases of self-neglect, and will support the safeguarding processes for vulnerable individuals. The officer will also be responsible for identifying and challenging practices within the operation that may propose a risk to the welfare of service users, escalating these concerns via appropriate channels.

Key responsibilities:

- To analyse data sets for whole system anomalies that may indicate welfare concerns and take necessary action to address identified issues.
- To investigate welfare concerns raised through internal and external channels, ensuring a thorough understanding of each case.
- To conduct welfare visits to clients to assess their wellbeing and assist with any needs identified during assessments.
- To refer clients to Adult Social Care when additional support services are deemed necessary, ensuring appropriate follow-up actions are taken.
- To investigate safeguarding issues raised, working closely with relevant agencies and reporting findings to the appropriate authorities.
- To make safeguarding referrals to Hertfordshire County Council (HCC) where there are concerns for an individual's safety or wellbeing.
- To manage cases involving clients who have not made contact and have not responded to service-related communications.

- To address cases involving clients with complex needs who have not granted permissions or made necessary contacts, ensuring the appropriate level of support is provided.
- To identify and manage self-neglect cases, coordinating with multidisciplinary teams to provide necessary interventions.
- To manage high demand service users” or those misusing the service, determining appropriate actions to support these individuals or minimise misuse.
- To identifying opportunities to enhance client wellbeing through technology and support.
- To update internal systems with incoming Lasting Power of Attorney (LPA) requests, following up with clients or contacts as required to ensure that appropriate legal documentation is in place.
- To identify and challenge practices within the operational processes that could potentially risk the welfare of service users, ensuring such concerns are escalated through appropriate channels and recommendations for improvements are communicated
- To create case studies in collaboration with the Marketing Manager

Key Requirements:		Essential desirable
Qualifications:	Educated to GCSE standard or equivalent	E
	Level 3 Health & Social Care Qualification	D
Job related experience & knowledge:	Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programs.	E
	Knowledge of welfare and safeguarding procedures and protocols.	E
	Experience in analysing data to identify welfare concerns.	E
	Experience of working in Adult Social Care or similar agencies.	E
	Knowledge of Financial Regulations	D
Skills & attributes required for the role:	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
	Strong interpersonal skills, with the ability to engage with vulnerable clients empathetically	E
	Ability to work independently, managing multiple cases effectively.	E



	<p>Proficiency in evaluating data sets and identifying trends, patterns, and anomalies that could indicate welfare concerns.</p> <p>Ability to interpret and present data findings to inform decision-making and follow-up actions.</p> <p>Attention to detail and critical thinking skills to accurately assess information and identify risks.</p> <p>Strong problem-solving skills to develop appropriate actions and interventions based on data analysis.</p> <p>Ability to recognize and appropriately challenge practices or procedures that may pose a risk to the welfare of service users, with a strong understanding of escalation protocols.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other:	<p>Experience of working as part of a team.</p> <p>Full Clean UK driving license</p> <p>Ability to drive EV vehicles</p> <p>Job role requires Enhanced DBS check due to contact with vulnerable adults and children.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

Signed.....

Date.....

