



## Safeguarding Adults Coordinator Job Description

The Personal Advocacy and Safeguarding Adult Trust (PASAT) was established in 1967 and offers a range of Safeguarding Supports for Adults with care and support needs in New Zealand.

Safeguarding Adults From Abuse (SAFA) means protecting and promoting the human rights, health, safety and wellbeing of Adults at Risk<sup>1</sup>. This enables people to live the life they choose, free from harm, abuse and neglect. It is about people and organisations working together to enable a good life and prevent and reduce both the risks and experience of abuse or neglect.

### Job Title

Safeguarding Adults Coordinator

### Job Summary

Receive and respond to referrals of concern for Adults at Risk. Coordinate the Safeguarding Adults multi-agency approach to the prevention, identification and management of abuse and neglect.

### Duties

#### Receive and Respond to Referrals of Concern (40%)

1. Provide advice, guidance and prompt, high quality responses to all SAFA enquiries
  - 1.1. Provide information in the format the person needs, and when additional support is required connect to people who can help
  - 1.2. Respond to phone contact within one working day and email correspondence within two working days
2. Provide a service that is respectful, culturally responsive and recognises the diverse needs of Adults at Risk and their whanau.
3. Receive SAFA referrals from PASAT, individuals, family, whanau government and NGOs and the wider community.
  - 3.1. Make contact / initiate support within two working days
  - 3.2. Conduct regular risk assessment and management
4. Record and report on all interactions (visits, calls and emails) in PASAT database system as soon as practicable, and no later than three days of the conclusion of the pay cycle
  - 4.1. Strictly adhere to confidentiality and privacy obligations
5. Be aware of trends and patterns occurring across inquiries / referrals

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<sup>1</sup> An Adult at Risk is an adult (18 years or over) who has needs for care and / or support (who may or may not receive services and support from government or community organisations to meet those needs), and is experiencing (or is at risk of) harm, abuse and neglect, and because of their needs for care and / or support, is unable to protect her / himself against the abuse or neglect, or the risk of it.

**Coordinate multi-agency approach (40%)**

6. Coordinate the multi-agency SAFA response for each referral of concern
  - 6.1. Obtain informed consent through Supported Decision Making where appropriate
  - 6.2. Ensure that the Adult at Risk remains in control of the decision making to achieve the outcomes they want
  - 6.3. Convene and facilitate the Safeguarding Adults Response Group (SARG) meetings with appropriate agencies and individuals
  - 6.4. Identify who is responsible for each action and hold partners to account
  - 6.5. Be alert to and respond to additional needs and concerns as they arise
  - 6.6. Provide a single point of proactive and regular contact for all partner organisations
  - 6.7. Develop good working relationships with all partner organisations, practitioners and professionals to ensure appropriate and timely transfer of referrals of concern
  - 6.8. Provide secretarial / administrative support
7. Where appropriate, collect feedback from Adults at Risk, whanau and agencies about the SAFA response

**Develop SAFA network and understanding (15%)**

8. Advocate for and encourage the development of Safeguarding Adults policy and practice that protects and promotes the rights of Adults at Risk and protects Adults at Risk against abuse and neglect
  - 8.1. Contribute to training for referrers and other practitioners and professionals on the SAFA approach
  - 8.2. Contribute to the achievement of best practice standards for SAFA, taking in to account national standards and guidelines and evidence of what works
9. Work to build the capacity and capability of local services and organisations (including Police, Health, Disability, NGO sectors etc) in safeguarding Adults at Risk.
  - 9.1. Support external partners to understand their duty of care in relation to Vulnerable Adults under the Crimes Amendment Act 2011
  - 9.2. Liaise and network with other groups whose work is relevant and useful to the organisations' vision and purpose

**Additional Responsibilities (5%)**

10. Work within the principles of Te Tiriti O Waitangi, UNCRPD, Safeguarding Framework and Enabling Good Lives principles.
11. Maintain a knowledge base of relevant law, policy and practice trends in the area of adult safeguarding work
12. Liaise regularly with the PASAT Team Leader
  - 12.1. Engage in monthly supervision
  - 12.2. Escalate referral concerns or issues as required
13. Liaise regularly with the PASAT National Director
  - 13.1. Undertake any other appropriate duties as directed by the PASAT National Director
  - 13.2. Report trends and patterns observed
14. Work collectively with the PASAT Safeguarding Team to enhance service delivery
  - 14.1. Actively participate in team meetings and activities
  - 14.2. Report on work plans and activities as required
  - 14.3. Identify areas of potential development and share initiatives
  - 14.4. Participate in training and development
15. Undertake regular professional external supervision

- 16. Comply with PASAT policies and procedures
- 17. Avoid any actions that may bring the organisation in to disrepute
- 18. Submit timesheets / invoices as prescribed by the PASAT payroll calendar

## Relationships

Reports to	<ul style="list-style-type: none"> <li>• Team Leader</li> <li>• National Director</li> </ul>
Works with	<ul style="list-style-type: none"> <li>• Safeguarding Coordination Team nationwide</li> <li>• PASAT Advocates</li> <li>• Multi-agency response</li> </ul>
Works alongside	<ul style="list-style-type: none"> <li>• Adults at Risk</li> <li>• Adults at Risk whanau, supporters, and stakeholders</li> <li>• Administrator</li> <li>• Government organisations such Police, DHBs, MOH, MSD, WINZ</li> <li>• Community groups or organisations such as Family Violence and Sexual Violence agencies, Maori and Pacific Island Health providers, People First, Service Providers, Needs Assessment and coordination agencies, (NASC's),</li> </ul>

## Remuneration and Term

The position is fixed term part time. It may be completed as casual or part time employment, or as a contract for services.

This position may involve work outside of normal business hours. Travel within New Zealand may be required. The hours of work will be stipulated in Individual Contracts.

The PASAT will offer fair remuneration and conditions of employment within the resources available, and detailed in the Individual Employment Contract.

Remuneration is paid at an hourly rate, with a pay band between \$31 and \$36 an hour, guided by the experience and skill set of the Coordinator.

Remuneration will be paid fortnightly by direct credit payment to a bank account nominated by SAFA Coordinator and upon timely receipt of the approved timesheets and reports (completed electronically and submitted on-line).



## Person Specification

# Safeguarding Adults Coordinator

### 1. Experience and Qualifications

A background in and understanding of:

- working with people with a learning disability, or who are neurodiverse or have a cognitive impairment
- advocacy
- community or social work in a multi-disciplinary setting
- vulnerable adults
- disability and the disability and healthy system

### 2. Knowledge and Understanding Base

Can demonstrate an understanding and practical application of:

- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), and international Human Rights framework
- New Zealand Disability Strategy
- Enabling Good Lives – Principles
- Te Tiriti o Waitangi and its implications for Adults at Risk
- Crimes Amendment Act 2011 as it pertains to Vulnerable Adults
- PPPR Act and other legislation as they pertain to mental capacity
- Demonstrates an understanding of the national and international legal and research and political context of the human rights of people with intellectual disability
- Understanding of the social context and services impacting on the welfare of Adults at Risk
- Understanding of the nature and dynamics of family violence and its effects on Adults at Risk

### 3. Skills

- Demonstrates Person Centred practises
- Able to discern and respond to signs and indicators of distress, abuse and neglect
- Has strong facilitation skills, including chairing complex meetings
- Developed personal and interpersonal skills and able to engage with a wide range of people and community agencies
- Keen awareness of advocacy in the disability sector, and networking skills with other supporting organisations
- Competent with use of communication technologies, electronic reporting, and is computer literate.
- Communication – oral and written, including report writing
- Able to work collaboratively and also be self-directed / flexible
- Excellent organisational and time management skill and the ability to work under pressure

#### 4. Qualities Sought

- Approachable manner and empathetic disposition
- Respect for disabled people's dignity and diverse values
- Respects all cultures and beliefs, and experience working cross-culturally
- Emotional intelligence
- Good listener and open to different ideas and actions before making a decision
- Values and demonstrates confidentiality and privacy
- Resilience to stress
- High personal integrity and organisation to independently manage work load
- Efficient – utilising various information gathering methods and economising mileage and travel etc
- Has a commitment to continuous professional development
- Problem solving abilities and initiative
- Sound judgement and decision making
- Is clear about professional and personal boundaries

A more detailed guide is the This *Let's get real: Disability* framework published by Te Pou. This guide describes the essential attitudes, values, knowledge and skills needed to deliver quality services to disabled people, and their families or whanau in New Zealand <http://www.tepou.co.nz/disability-workforce/lets-get-real-disability/101>