

Job Title: Adult Safeguarding and DoLS Minute Taker	Role Profile Number: BSN109
Grade: L Salary:	Date Prepared: March 2019
Directorate/Group: Adult Social Services	Reporting to: Team Manager - Safeguarding
Structure Chart attached:	

Job Purpose

To work as part of the Safeguarding Team providing a high standard of administration support and minute taking of Adult Safeguarding and DoLS meetings.

Key Accountabilities

- Attend Adult Safeguarding and DoLS meeting and take notes direct to laptop. Use judgement, skills and expertise to compile and produce a clear and agreed record of the Conference for circulation within Adult Social Care and to external agencies, service users and families, where appropriate, within procedural deadlines.
- Transcribe notes to provide an accurate record.
- As a member of the Adult Safeguarding Team, provide clerical and administrative support to the Enquiry Manager, Enquiry Officers and Team Manager.
- Maintain the confidentiality of client information, ensuring that correspondence is appropriately handled and labelled.
- Contribute to effective and efficient service delivery according to the priorities, policies and procedures laid down by the Local Safeguarding Adults Board.

Supplementary Accountabilities

- Show high level of discretion at all times due to the highly sensitive nature of the work.
- Receiving and greeting service users, contractors and other professionals to the Safeguarding team

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Very good level of minute taking (shorthand not essential), direct to laptop
- Typing speed of 60 wpm minimum
- High standard of English grammar and punctuation
- High level of competency in the use of information technology
- At least 3 years' experience of working in a clerical role
- Good communication skills and telephone manner
- Ability to cope with the constant pressure of working to procedural deadlines
- The role does put individuals at potential risk to health or well-being, with the possibility of being the subject of verbal or physical abuse
- There is a high level of emotional stress due to the content of Safeguarding meetings and the subject matter discussed, and the Note Taker requires the emotional maturity to be able to cope with such stressful situations
- Because of the length of the Safeguarding meetings and the need for accurate minutes, the Minute Taker has to be able to concentrate very closely for a long period of time, despite distractions

Qualifications

- GCSE Level or Previous and recent experience

Decision Making

- Ability to work under minimum supervision and use judgement, skills and expertise to compile and produce a clear and agreed record of the meetings for circulation within Adult Social Care, Service Users and to external agencies and families, where appropriate
- Ability to decide what is necessary to produce accurate minutes from information that is not always presented coherently or logically and the transcription of which therefore entails the re-arrangement of chronological details, the restructuring of information and the correction of grammar.
- Ability to prioritise own workload, responding to conflicting pressures
- Across all aspects of the position, to make an informed decision on what information can be given to another person either within or outside of Adult Services

Creativity and Innovation

N/A

<u>Job Scope</u>	Budget Holder	Yes/No
Number and types of jobs managed <ul style="list-style-type: none"> • None • 	Responsibility	.None
Typical tasks supervised/allocated to others <ul style="list-style-type: none"> • None • • 	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Work as part of the Adult Safeguarding Team and offer support to colleagues
- Maintain constructive working relationships with social work staff within Adult Social Care
- Regular daily liaison with professionals in other agencies at all levels, eg Head of Service, Director Adults, Senior Probation Officer, Senior Police Officers, GPs and Solicitors from Adult Legal Team, CQC etc.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous

conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	