**Staffordshire Police - Role Profile**

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| **MASH Researcher/Call Handler** |

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| **Grade/Rank:** | E |
| **Directorate:** | Specialist Crime Command |
| **Reports to:** | MASH Team Leader |
| **Direct Reports:** | None |

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| **Role Purpose** |
| * The role, within the Police MASH Team, forms part of the wider Multi Agency Safeguarding Hub where agencies work together within this setting to achieve a better informed and more joined up approach.
* To accurately research, risk assess and record information relating to vulnerable persons to include children and adults and, where relevant, make referrals to partner agencies.
* To be first point of contact for telephone calls/emails into MASH
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| **Key Tasks and Responsibilities:** |
| * Call handling, research, dissemination and inputting of information onto a computer system.
* Gathering information from a range of sources, hard copy and from police computer systems
* Analysing and interpreting information relating to a range of vulnerable person referrals to include child protection, adults with care and concern needs and domestic abuse
* Conducting risk assessments and processing the referral/case information onto the most suitable police system to support decision making within MASH.
* Conducting research in relation to missing persons, hate crime, mental health and other safeguarding issues
* Working effectively and collaboratively with colleagues from other agencies to meet competing demand; using interpersonal skills to maintain working relationships
* Working to deadlines and delivering results through effective planning and organisation of work; methodically and accurately.
* Receiving and inputting real time data when call handling
* Working overtime should workload require and changing duties at short notice to meet demand
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| And to be accountable for: (i.e. responsibilities held by others but measured and owned by this role)* Accurately researching data to enable risk assessments to be made
* Objectively viewing risk assessments and using professional judgement to highlight risk anomalies to line management
* Analysing and interpreting data from a number of police and multi-agency partners to provide most accurate and up to date information to enable accurate risk assessing
* Ensuring information is correct and sufficient to make safeguarding threshold referral decisions
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| **Behaviours**   |
| The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.This role should be operating at the following levels: |
| **Resolute, compassionate and committed** |
| We are emotionally aware |  | Valuing Diversity | 1b |
| Managing Sensitivities/Political Savvy | 1b |
| We take ownership |  | Customer Service | 1b |
| Maintaining Accuracy/Sustainable Working | 1b |
| **Inclusive, enabling and visionary leadership** |
| We are collaborative |  | Partner Working | 2 |
| Managing Complexity/Strategic Planning | 1b |
| We deliver, support and inspire |  | (self) Leadership | 1b |
| Supporting Colleagues/Coaching & Mentoring | 1b |
| **Intelligent, creative and informed policing** |
| We analyse critically |  | Problem Solving | 1b |
| Situational Judgement | 1b |
| We are innovative and open-minded |  | Continuous Improvement | 1b |
| Futurology | 1b |

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| **Education, Qualifications and Experience** |
| **Essential:** | **Desirable:** |
| * IT proficient; Microsoft based applications
* Accurate and efficient typing skills
* Experience of working within diverse team
* Able to demonstrate resilience (the role includes mandatory counselling)
* Excellent communication skills
 | * Police systems knowledge
* Knowledge and understanding of safeguarding principles and thresholds
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| **Skills Matrix (See Skills Matrix)** |
| **Essential:** | **Desirable** |
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| **Leadership Passport Level** | Practitioners & Team Leaders | 1st Line Mngrs | 2nd Line Mngrs | Senior Mngrs |
| **1** | 2 | 3 | 4 |

\* Indicates that training will be provided as part of the role in this skill

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| **CPD Requirements**  |
| * Willingness to learn new IT systems
* Learn social care safeguarding threshold
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| **Professional Registration/Licences**  |
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| **Special Conditions** |
| Own car for business use | No |
| Higher level vetting required | Yes |
| Requirement to wear Uniform | No |
| Requirement for post entry training | Yes |
| Fixed Hours | 8-4 10-6 |
| Weekend working expected | No |
| Shift allowance  | No |
| Fixed term or temporary role | Advert details |
| Politically Restricted | No |
| On call/standby rota | No |
| Flexitime Role | Yes |
| Notice Period | 1 week | 28 Days | **1 month** | 3 months |  |

As part of the limited duties profiling, this role has been identified that the role holder must be able to fulfil the following core capabilities. To meet the Equality Act (2010) reasonable adjustments will be made wherever practicable.

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| **Limited Duties**  |
| Sit for reasonable periods(consider impact of driving) a1 | Y | Evaluate information (d1) | Y |
| To write(a2) | Y | Record details (d2) | Y |
| Read(a3) | Y | Exercise reasonable physical force in restraint & retention in custody (e1) | N |
| Use the telephone(a4)  | Y | Understand information (f1) | Y |
| Use(or learn to use IT)(a5) | Y | Retain information(f2) | Y |
| Run reasonable distances (b1) | N | Explain facts & procedures (f3) | Y |
| Walk reasonable distances (b2) | N | Work the full range of shifts | N |
| Stand for reasonable time (b3) | N | Shift - Earlies (g1) | N/A |
| Make decisions (c1) | Y | Shift - Lates (g2) | N/A |
| Report situations to others (c2) | Y | Shift - Nights(g3) | N/A |

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| **Agile Profile (See Agile Matrix)** |
| Desk | Confidentiality | Systems & Email | Telephony | Paper | Hours |
| 2 | 5 | 1 | 1 | 4 | 2 |