



Staffordshire Police - Role Profile

MASH Researcher/Call Handler

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

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

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



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

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

Education, Qualifications and Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Police systems knowledge • Knowledge and understanding of safeguarding principles and thresholds

Skills Matrix (See Skills Matrix)

Essential:	Desirable
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Leadership Passport Level	Practitioners & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

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

CPD Requirements

- Willingness to learn new IT systems
- Learn social care safeguarding threshold

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.

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

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