#### **JOB DESCRIPTION**



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| 1. **JOB IDENTIFICATION** |
| Job Title: Multi-agency Risk Assessment Conference (MARAC) Business Support Worker  Responsible to: Adult Support and Protection Lead  Department(s): Public Protection Health Team  Directorate: Nurse Directorate  Operating Division:  Job Reference:  No of Job Holders: 1  Last Update: October 2021 |
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| **2. JOB PURPOSE** |
| To provide and manage efficient delivery of high quality administrative/business support to the Ayrshire Multi Agency Risk Assessment Conference (MARAC) process in accordance with all relevant policies and procedures.  To support the collation and production of all relevant service data and outcomes by managing various electronic information systems.  To prepare and produce monitoring reports for analysis, audit and assurance purposes. |
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| **3. DIMENSIONS** |
| The MARAC coordination team is hosted in the wider NHS Ayrshire and Arran Public Protection Health Team. Ayrshire MARAC is a joint initiative with partners from East, South and North Health & Social Care Partnerships, NHS Ayrshire and Arran, third sector agencies and Police Scotland.  The Public Protection Health team provide a service dedicated to the safety and protection of vulnerable children and adults at risk of harm.  It is estimated that there may be 860 MARAC referrals in Ayrshire per year (based on recent data scoping exercise) for people who are at high risk of serious harm or murder as a result of domestic abuse.  The post holder will work proactively and autonomously whilst maintaining good communication and ensuring effective teamwork. Much of the work is unsupervised and the post holder requires to use their own judgement when dealing with enquiries, e-mails, and correspondence where quick decisions are required. |

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| **4. ORGANISATIONAL POSITION** |

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| MARAC coordinators x 2  This post – MARAC Business Support worker  Public Protection Chief Nurse  Adult Support and Protection Lead |
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| **5. ROLE OF DEPARTMENT** |
| MARAC accepts referrals for victims over the age of 16 who are experiencing domestic abuse and who are assessed as being at high risk of serious injury or death.  MARAC (multi-agency risk assessment conference) aims to identify very high risk victims of domestic abuse and reduce the risk of further victimisation. The MARAC does this through:   * Appropriate sharing information across agencies * Producing multi-agency safety plans to reduce the risk to victims and any children * Sharing awareness of risk posed by the perpetrators to the victim or third party   The Public Protection Health team provide a service dedicated to the safety and protection of vulnerable children and adults at risk of harm. |
| **6. KEY RESULT AREAS** |
| **Role Specific Tasks**   * Provide administrative support to the MARAC team in a proactive way, ensuring actions are taken efficiently and delivered to high professional standards. This includes ensuring that the actions are customer (internal and external) focused, deliver the corporate objectives and comply with relevant legislation and policies (e.g. Health & Safety at Work Act, Freedom of Information Act, Disability Discrimination Act, Human Resource policies, Complaints Procedure, Data Protection Act). * Exercise informed judgement in prioritisation of mail/e-mails, phone calls and enquiries on behalf of the MARAC team and as delegated by the ASP Lead or MARAC co-ordinators, ensuring that any necessary action is taken and responses are drafted where appropriate. * Provide support to the MARAC chair and MARAC coordinators in arranging and supporting meetings as required. This may involve scheduling meetings on an annual basis, compiling agendas and co-ordinating the associated paperwork for distribution; attending, taking and transcribing formal minutes; producing follow up actions and distributing appropriately to ensure an accurate record of the meeting is maintained and that appropriate information is communicated in order for these meetings to run effectively. * Co-ordination of the meeting schedule to ensure that cases are reviewed in the most time effective manner, venues are booked and that any specialist attendees are present. * Receive reports and prepare and circulate all MARAC papers to relevant attendees via a secure means within five working days of the meeting. * Attend meetings, ensuring that confidentiality statements/observation requests are signed * Take minutes and actions at the meeting and put these onto a database, are typed and distributed. * Ensure minutes of the meetings are accurate and clearly differentiate between fact and professional opinion. * Send reminders out to members of meeting dates, deadlines for completed actions and referrals cut off dates * Oversight of all notifications and referrals, as provided by the MARAC Co-ordinators and ensuring required actions are undertaken * Establish and maintain an efficient and effective filing and bring forward system (using paperless office system) to facilitate accurate retrieval of information when required. * Create intelligence logs, and if any actions cannot be completed for whatever reason (such as change of circumstances) or are incomplete to record these accordingly. * Maintain the MARAC dataset on the agreed electronic recording system, including data about victims and perpetrators to track repeat victimisation and serial perpetrators. * Produce and maintain a directory of partnership agencies and support networks and contacts relevant MARAC. * Ensure that any information shared in the conduct of these duties is in line with the MARAC Information Sharing Protocol. * Assist in the preparation of information for audit and quality assurance purposes both internal and external. * Locate and book venues for training courses and meetings including hospitality and video links. * Support the work of the MARAC Coordinator and Chair in whatever way maybe reasonably required. * Undertake these duties in line with the MARAC Operating Procedures and other relevant policies and procedures. * Provide an effective and efficient service to both internal and external stakeholders ensuring confidentiality is maintained at all times. * Ensure health systems are maintained and updated effectively in line with business processes. * Ensure all work undertaken is compliant with relevant legislation and policies and procedures, keeping up to date with emerging technologies and best practise. * Accurately recording all shifts and leave for the MARAC team on the electronic rostering system - SSTS * Maintain effective systems of documentation management to ensure information held is readily accessible to support the function’s work in an expeditious way and which complies with the Records Management Policy and Financial Instructions. These include management and recording of incoming and outgoing mail, diary management, stock and non-stock requisitions, event bookings, travel/accommodation arrangements and filing of documents. * To contribute to the Office Procedure Manual by producing procedures relating to own work area and reviewing at regular intervals to ensure the smooth running of the office at all times. |
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| **7a. EQUIPMENT AND MACHINERY** |
| Post holder will be required to use standard office equipment and PC on a daily basis and will need to use the available IT packages for progressing many of the tasks – preparing papers, collating reports and managing data collection. |
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| **7b. SYSTEMS** |
| Use of a variety of electronic and manual records to input information about MARAC in accordance with national and local information governance policies and data protection guidelines.  Internet/intranet  Email system – day to day communication  MSTeams  SSTS/eExpenses |
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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| Objectives will be identified and agreed with the ASP Lead in line with the requirements of the post.  Work will be directed primarily via the ASP Lead and MARAC coordinators and at times via the MARAC Chair however the post holder will be largely responsible for self-generating the workload. The remainder is demand led and generated by incoming correspondence, mainly e-mail.  The post holder works with a high level of autonomy for specific tasks, anticipates problems and proposes solutions, instigates appropriate action on their own initiative and provides advice and information where appropriate without reference to senior staff. Should a complex non-routine situation arise, advice and guidance is available from the ASP Lead and MARAC Coordinators. Regular 1:1 meetings will be held with the ASP Lead as well as regular informal meetings with the wider team (weekly team huddles), the post holder will be solely responsible for ensuring duties are undertaken efficiently and accurately and objectives met.  Minutes are agreed by the MARAC chair and other work is checked and issued by the post holder autonomously.  Post holder takes part in annual appraisal and PDP process. |
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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is expected to work with minimal supervision and is required to instigate actions on their own initiative on a daily basis, particularly in providing written or verbal advice and information in response to direct enquiries from within and out with the organisation.  The post holder exercises sound judgement in all aspects of confidentiality and communication pathways.  Decisions are frequently time critical and the post holder will be required to exercise informed judgement on the appropriate course of action within the context of sound corporate governance, referring to the ASP Lead or MARAC coordinators when required.  The post holder will require in-depth knowledge of organisational policies and procedures, e.g. Data Protection Act, e-Mail Security, Records Management, local Complaints procedures, Freedom of Information procedure. |
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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| The post holder will often have to respond to conflicting demands from team members whilst managing a varied workload and will be required to use own initiative, organisational, planning and time management skills in prioritising key and urgent tasks to support activities of the team. |
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Multi Agency MARAC Representatives, MARAC Strategic Group Members, Voluntary and Statutory Partners, Independent Domestic Abuse Advocates (IDAA).  Public Protection Health Team and MARAC coordinators. |
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills**  Advanced Keyboard skills  **Physical demands**  Sitting at desk for reading documents, computer use, report writing  Travelling/driving across Ayrshire and Arran  Travelling to and from meetings  **Mental demands**  Frequently dealing with the sometimes competing demands of working with and supporting staff from the wider public protection health team and meeting the organisational demands of NHS Ayrshire and Arran and Scottish Government  Concentration required to prepare and deliver reports, arrange and prepare meeting papers.  High concentration levels in dealing with MARAC referrals and collating multiple reports from a variety of sources on a daily basis. Work is unpredictable and the post holder needs to be responsive as issues are identified.  Time management  Diversity of communication required within dynamic environments  Interruptions with phone and enquiries  Working with unpredictable workload demands and having to meet deadlines often within tight timescales.  **Emotional demands**  Liaising between groups of internal and external colleagues who may have conflicting agendas, and ways of working  Direct and indirect exposure to highly emotional/highly distressing circumstances concerning domestic abuse. |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * HNC/SVQ4 in Business Administration or equivalent experience * Meticulous attention to detail in preparing for meetings, minute taking and recording actions. * Experience in a busy, fast paced environment * Experience of working with multi-agency partners * Friendly and compassionate * Excellent communication skills * Expert use of MS Applications * High level IT skills * Excellent literacy * Understanding of data analysis * Experience of prioritising workload |