

Job Description

Job Title	Housing Safeguarding Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	6
Competency Level	2
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

To act as the key point of contact between Housing and the Multi Agency Safeguarding Hub (MASH) within Liverpool City Council, ensuring timely escalation of housing and homeless related safeguarding concerns to the appropriate teams. The postholder will provide expert housing and homeless advice within the MASH, support decision-making, and develop and embed joint working protocols to improve outcomes for vulnerable children and families.



Directly Responsible For:

N/A

Directly Responsible To:

Housing Solutions Quality and Performance Manager

Main Areas of Responsibility:

Safeguarding & Escalation

- Act as Housing Lead within MASH. Attend multi-agency meetings and provide housing expertise to support safeguarding decisions for children and families
- Escalate Housing Concerns. Review available housing information and ensure timely escalation to the appropriate housing teams or managers in line with agreed protocols
- Embed Joint Working Protocols. To develop and embed data sharing and joint working protocols between the services, including escalation pathways for unresolved issues
- Support Risk Assessment. Contribute housing-related insights to multi-agency risk assessments, ensuring housing factors are considered in safeguarding plans

Information Sharing & Coordination

- Facilitate Accurate Information Flow. Act as a conduit between Housing and MASH, ensuring relevant housing data is shared securely and promptly
- Maintain Confidentiality. Handle sensitive information in compliance with data protection and safeguarding requirements
- Monitor Escalation Outcomes. Track and report on escalated cases to ensure timely resolution and identify any recurring issues for service improvement



Partnership & Stakeholder Engagement

- Build Strong Working Relationships. Develop effective links with social workers, early help practitioners, and housing colleagues to support collaborative working
- Provide Housing Advice to MASH. Offer guidance on housing legislation, homelessness duties, and available options to inform safeguarding decisions
- Support Awareness and Training. Assist in delivering housing-related briefings or training sessions for MASH and Children's Services staff to improve understanding of housing issues

Service Development & Continuous Improvement

- Identify Service Gaps. Highlight areas where housing processes impact safeguarding outcomes and propose improvements to the Quality and Performance Manager
- Contribute to Policy Updates. Work with Housing Policy and Performance teams to ensure safeguarding considerations are reflected in housing procedures
- Promote Best Practice. Champion collaborative approaches and share learning from cases to strengthen joint working arrangements
- Participate in Professional Development. Engage in training and maintain up-to-date knowledge of housing law, safeguarding practice, and multi-agency working
- Support Corporate Priorities. Contribute to the delivery of Liverpool City Council's Housing Strategy and safeguarding objectives

Commented [ST1]: can we take this out, this sits within the quality and performance team remit

Commented [JK2R1]: This is to highlight that they are responsible for feeding up these gaps so they can be addressed. I can remove, or can expand to state 'to the Performance and Quality Manager'?

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post will require working from shared agency workspaces or travel to other sites for meetings

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 3 or equivalent in housing, social care, or related discipline (or significant relevant experience) (A)

Desirable

- Formal safeguarding training or qualification
- Housing-related professional accreditation (e.g., CIH)

Experience

Essential

- Experience of working within housing services, with a strong understanding of relevant housing legislation and homelessness duties (A/I)
- Experience of working with vulnerable households and supporting improved outcomes (A/I)
- Experience of applying safeguarding principles and escalating concerns appropriately (A/I)
- Experience of working effectively in a multi-agency environment, building strong professional relationships (A/I)
- Experience of handling confidential and sensitive information in compliance with data protection requirements (A/I)



Desirable

- Experience of working within a safeguarding or MASH setting
- Experience of delivering training or briefings to colleagues on housing-related issues
- Experience of monitoring and reporting on escalated cases or service performance

Skills/Abilities

Essential

- Excellent communication skills (written and verbal) to convey complex information clearly (A/I)
- Strong organisational and time management skills to prioritise competing demands (A/I)
- Proficiency in Microsoft Office and case management systems for accurate record keeping (A/I)
- Problem-solving and decision-making skills with a proactive, solution-focused approach (A/I)

Desirable

- Ability to coordinate meetings and take accurate minutes

Commitment

Essential

- Commitment to equality, diversity, and inclusion in service delivery (A/I)
- Work flexibly as required in line with the requirements of this role (A/I)



Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level