Safeguarding roles and responsibilities

This document outlines the roles and responsibilities for safeguarding of key staff working in civil society organisations (CSOs) in Nigeria. To deliver safeguarding effectively, it is vital to assign safeguarding roles and responsibilities to staff. All staff have a part to play in contributing to a safe organisation and achieving this requires the effort and collaboration of everyone.

Board of Trustees

Role

Provide strategic direction, guidance and oversight to create a safe organisation.

Key responsibilities

- Is accountable for and oversees the implementation of the safeguarding policy.

- Ensure safeguarding policy and procedures are reviewed periodically.

- Monitor safeguarding work to see how effective measures in place are working.

- Monitor the risk register regularly.

- Ensure safeguarding is included in board meetings and report findings.

- Support regular updates to staff, volunteers and communities.

- Promote safeguarding and model behaviours that support a safe culture.

Chief Executive Officer (CEO)

Role

Communicate strategy for creating a safe organisation and motivate staff and volunteers to implement it.

Key responsibilities

- Share the organisation's strategy on safeguarding with Board of Trustees, staff and volunteers.

- Ensure that the board understand the importance of safeguarding.

- Ensure a culture of openness within the organisation to enable staff and volunteers to report concerns.

- Model the behaviours that promote safeguarding.

- Provide strong leadership support to safeguarding focal points.

- Remind Board of Trustees, staff and volunteers regularly of the organisation's commitment to safeguarding via emails, townhall meetings etc.

- Provide updates to Board of Trustees on safeguarding practice or case reviews.

- Ensure that all concerns and reports are promptly investigated.

Safeguarding Focal Person

Role

Coordinate and support the development and implementation of the safeguarding policy and procedures.

Key responsibilities

- Conduct safeguarding induction for newly hired staff and volunteers.

- Conduct safeguarding training for staff and volunteers appropriate to their roles.

- Ensure that all staff, volunteers, contractors and partners understand the code of conduct, are aware of expected behaviours and implications of misconduct.

- Ensure that all staff, volunteers, partners and contractors sign the code of conduct.

- Raise awareness on safeguarding policy in project communities and ensure that community members know what behaviours to expect from staff and how to raise and report concerns.

- Receive safeguarding reports/ concerns and ensure that appropriate steps are taken to address them.

- Provide regular updates regarding reports/ concerns that arise to senior management and relevant stakeholders.

- Maintain proper documentation of all reports and the case handling process.

- Clarify questions on safeguarding raised by staff, volunteers, partners and contractors.

- Support the organisation to implement and monitor the safeguarding policy and report regularly to senior management on issues with implementation.

- Build and maintain relationships with service providers ensuring that the organisation has the right network of support.

Programme Manager

Role

Lead, coordinate and manage the implementation of safe programmes and supervise project team/s.

Key responsibilities

- Ensure all new staff receive safeguarding induction and training.

- Hold regular staff meetings where safeguarding is part of the agenda and safeguarding issues are discussed.

- Monitor the implementation of safeguarding in the team/ department.

- Follow up and address safeguarding issues promptly.

- Ensure that direct reports have development objectives linked to safeguarding in annual appraisal.

- Monitor the progress of direct reports in achieving the objectives and provide regular feedback.

- Include safeguarding in meetings with community stakeholders and address concerns.

Programme Officer

Role

Plan and implement safe programmes.

Key responsibilities

- Ensure that project communities are aware of safeguarding policies and how to raise and report concerns.

- Serve as a liaison between the organisation and project community on safeguarding matters.

- Ensure the implementation of safe programmes by being alert and responsive to safeguarding risks in project communities.

Monitoring and Evaluation Officer

Role

Monitor, track and report project activities including components of safeguarding.

Key responsibilities

- Integrate safeguarding in M&E tools.

- Track safeguarding indicators relevant to the project/s.

- Prepare reports with safeguarding as a key section on the reporting template.

- Develop success stories that highlight the organisations work to promote safeguarding.

- Serve as a liaison between the organisation and project community on safeguarding matters.

- Ensure the implementation of safe programmes by being alert and responsive to safeguarding risks in project communities.

Human Resources Officer

Role

Recruit, manage and develop staff to create a safe organisation.

Key responsibilities

- Carry out necessary steps when recruiting new staff and volunteers such as carrying out background checks.

- Ensure all new staff receive the code of conduct with the employment contract.

- Ensure that employment contracts state the organisation's commitment to safeguarding as well as the requirement to adhere to the code of conduct.

- Ensure that new staff understand the code and expected behaviours.

- Prioritise safeguarding training for all staff in training plans both first time trainings and refreshers.

- Ensure that all staff set development objectives/ goals on safeguarding in their annual appraisal.

- Work closely with managers to ensure that safeguarding goals are met.

- Set up a strategy for recognising staff that demonstrate behaviours that promote safeguarding.

- Conduct and document exit interviews consistently as this may provide useful feedback for the organisation.

- Enforce disciplinary measures when there is a breach of policy.

Communications Officer

Role

Manage the organisation's visibility and oversee communications (online and offline) to ensure it promotes safeguarding and protects programme beneficiaries.

Key responsibilities

- Develop the organisation's communications strategy incorporating components of safeguarding.

- Identify appropriate safeguarding messages and channels for broadcasting.

- Include information about safeguarding on social media channels and/ or newsletters.

- Design appropriate informed consent procedures and forms.

- Seek permission from beneficiaries to use stories/ images and ensure that informed consent forms are signed.

- Ensure that programme beneficiaries are portrayed in a positive manner in all communications internally and externally.

- Monitor the impact of the organisation's communications work.

All Staff

Role

Contribute to creating a safe culture.

Key responsibilities

- Read and be fully familiar with the organisation's safeguarding policy and code of conduct.

- Demonstrate behaviours that promote a safe culture.

- Raise concerns immediately.

This document was adapted from the following resources:

GCPS Consulting UK for CHS Alliance, 2017, PSEA Implementation Quick Reference Handbook

Accessed November 2021 from https://pseataskforce.org/uploads/tools/1499958998.pdf

Catholic Relief Services, 2021, Strengthening Partners in Protection Against Sexual Exploitation and Abuse - A TOOLKIT FOR LOCAL AND NATIONAL ORGANIZATIONS Accessed November 2021 from https://www.crs.org/sites/default/files/tools-research/crs_spsea_toolkit_high_res.pdf

https://efom.crs.org/wp-content/uploads/2021/01/HO-8.1-PSEA-Focal-Point-Roles-and-Responsibilities-GCPS.pdf

https://knowhow.ncvo.org.uk/safeguarding/checklists-training-and-other-support/specialist-guides/safeguarding-responsibilities-for-chief-executives